

**Carrier to Carrier**  
**Performance Standards and Reports**  
**March 2002**  
**Verizon New Jersey**

**CLEC Aggregate Performance**  
**OPERATION SUPPORT SYSTEM / BILLING**

| PRE-ORDERING   |   | Actual Performance                           |        |        |      |            |
|--|---|--|--------|--------|------|------------|
| Metric #   |   | Standard                                     | VZ     | CLEC   | OBS  | Difference |
| PO-1 - Response Time OSS Pre-Ordering Interface                |   |  |        |        |      |            |
| PO-1-01-6020   | Ave Resp Tm - Customer Service Record - EDI   | Parity plus <= 4 Seconds                     | 0.18   | 2.93   |      | -2.75      |
| PO-1-01-6030   | Ave Resp Tm - Customer Service Record - CORBA   | Parity plus <= 4 Seconds                     | 0.18   | 0.95   |      | -0.77      |
| PO-1-01-6050   | Ave Resp Tm - Customer Service Record - Web GUI                                       | Parity plus <= 4 Seconds                     | 0.18   | 2.69   |      | -2.51      |
| PO-1-02-6020   | Ave Resp Tm - Due Date Availability - EDI   | Parity plus <= 4 Seconds                     | 2.05   | 4.64   |      | -2.59      |
| PO-1-02-6030   | Ave Resp Tm - Due Date Availability - CORBA   | Parity plus <= 4 Seconds                     | 2.05   | 2.72   |      | -0.67      |
| PO-1-02-6050   | Ave Resp Tm - Due Date Availability - Web GUI   | Parity plus <= 4 Seconds                     | 2.05   | 4.61   |      | -2.56      |
| PO-1-03-6020   | Ave Resp Tm - Address Validation - EDI  | Parity plus <= 4 Seconds                     | 5.59   | 6.25   |      | -0.66      |
| PO-1-03-6030   | Ave Resp Tm - Address Validation - CORBA  | Parity plus <= 4 Seconds                     | 5.59   | 3.72   |      | 1.87       |
| PO-1-03-6050   | Ave Resp Tm - Address Validation - Web GUI  | Parity plus <= 4 Seconds                     | 5.59   | 5.77   |      | -0.18      |
| PO-1-04-6020   | Ave Resp Tm - Product and Service Availability - EDI                                  | Parity plus <= 4 Seconds                     | 11.14  | NA     |      |            |
| PO-1-04-6030   | Ave Resp Tm - Product and Service Availability - CORBA                                | Parity plus <= 4 Seconds                     | 11.14  | NA     |      |            |
| PO-1-04-6050   | Ave Resp Tm - Product and Service Availability - Web GUI                              | Parity plus <= 4 Seconds                     | 11.14  | 14.10  |      | -2.96      |
| PO-1-05-6020   | Ave Resp Tm - Tel Number Availability and Reservation - EDI                           | Parity plus <= 4 Seconds                     | 6.36   | 8.52   |      | -2.16      |
| PO-1-05-6030   | Ave Resp Tm - Tel Number Availability and Reservation - CORBA                         | Parity plus <= 4 Seconds                     | 6.36   | 3.88   |      | 2.48       |
| PO-1-05-6050   | Ave Resp Tm - Tel Number Availability and Reservation - Web GUI                       | Parity plus <= 4 Seconds                     | 6.36   | 6.44   |      | -0.08      |
| PO-1-06-6020   | Ave Resp Tm - Facility Availability - (ADSL Loop Qual) - EDI                          | Parity plus <= 4 Seconds                     | 12.36  | 4.06   |      | 8.30       |
| PO-1-06-6030   | Ave Resp Tm - Facility Availability - (ADSL Loop Qual) - CORBA                        | Parity plus <= 4 Seconds                     | 12.36  | 2.58   |      | 9.78       |
| PO-1-06-6050   | Ave Resp Tm - Facility Availability - (ADSL Loop Qual) - Web GUI                      | Parity plus <= 4 Seconds                     | 12.36  | 4.32   |      | 8.04       |
| PO-1-07-6020   | Ave Resp Tm - Rejected Query - EDI  | Parity plus <= 4 Seconds                     | 0.02   | 2.31   |      | -2.29      |
| PO-1-07-6030   | Ave Resp Tm - Rejected Query - CORBA  | Parity plus <= 4 Seconds                     | 0.02   | 0.61   |      | -0.59      |
| PO-1-07-6050   | Ave Resp Tm - Rejected Query - Web GUI  | Parity plus <= 4 Seconds                     | 0.02   | 2.70   |      | -2.68      |
| PO-1-09-6020   | Parsed CSR - EDI  | Parity plus <= 10 Seconds                    | 0.18   | 1.99   |      | -1.81      |
| PO-1-09-6030   | Parsed CSR - CORBA  | Parity plus <= 10 Seconds                    | 0.18   | 0.36   |      | -0.18      |
| PO-2 - OSS Interface Availability                              |   |  |        |        |      |            |
| PO-2-01-6030   | OSS Interface Availability - Total - CORBA - Pre-Ordering                             | No Standard                                  | 99.99  | 0.10   |      |            |
| PO-2-01-6040   | OSS Interface Availability - Total - Web - GUI - Maintenance                          | No Standard                                  | 99.15  | 6.35   |      |            |
| PO-2-01-6060   | OSS Interface Availability - Total - Electronic Bonding - Maintenance                 | No Standard                                  | 100.00 | 0.00   |      |            |
| PO-2-02-6020   | OSS Interface Availability - Prime Time - EDI - Pre-Ordering                          | 99.5%  | 99.99  | 0.10   |      | 0.49       |
| PO-2-02-6030   | OSS Interface Availability - Prime Time - CORBA - Pre-Ordering                        | 99.5%  | 100.00 | 0.00   |      | 0.50       |
| PO-2-02-6050   | OSS Interface Availability - Prime Time - Web GUI - Pre-Ordering                      | 99.5%  | 99.65  | 1.45   |      | 0.15       |
| PO-2-02-6040   | OSS Interface Availability - Prime Time - Web GUI - Maintenance                       | 99.5%  | 99.50  | 2.35   |      | 0.00       |
| PO-2-02-6060   | OSS Interface Availability - Prime Time - Electronic Bonding - Maintenance            | 99.5%  | 100.00 | 0.00   |      | 0.50       |
| PO-2-03-6030   | OSS Interface Availability - Non-Prime Time - CORBA - Pre-Ordering                    | No Standard                                  | 99.99  | 0.10   |      |            |
| PO-2-03-6040   | OSS Interface Availability - Non-Prime Time - Web GUI - Maintenance                   | No Standard                                  | 98.55  | 4.00   |      |            |
| PO-2-03-6060   | OSS Interface Availability - Non-Prime Time - Electronic Bonding - Maintenance        | No Standard                                  | 100.00 | 0.00   |      |            |
| PO-3 - Contact Center Availability                             |   |  |        |        |      |            |
| PO-3-01-2001   | Average Speed of Answering - Ordering - Newark  | No Standard                                  | 9.85   |        |      |            |
| PO-3-02-2001   | % Answered within 20 Seconds - Ordering - Newark                                      | 85% in 20 Seconds                            | 91.18  | 5025   |      | 6.18       |
| PO-3-03-3002   | Average Speed of Answering - Repair - Richmond  | No Standard                                  | 9.54   |        |      |            |
| PO-3-04-3002   | % Answered within 20 Seconds - Repair - Richmond                                      | 85% in 20 Seconds                            | 86.71  | 105359 |      | 1.71       |
| PO-4 - Timeliness of Change Management Notices & Confirmations |   |  |        |        |      |            |
| PO-4-01-6600   | % Chng Mngmnt Ntcs & Chng Mngmnt Cnfrmtns sent on Time - (Combined Types 1-5)         | 95% complying w/ applicable minimum interval | 100.00 | 5      |      | 5.00       |
| PO-4-02-6600   | Change Mngmnt Ntcs & Chng Mngmnt Cnfrmtns - Delay 1 - 7 days (Combined Types 1-5)     | No Standard                                  | NA     |        |      |            |
| PO-4-03-6600   | Change Mngmnt Ntcs & Chng Mngmnt Cnfrmtns - Delay 8 or more days (Combined Types 1-5) | 0 >= 8 Days                                  | NA     |        |      |            |
| PO-5 - Average Notification of Interface Outage                |   |  |        |        |      |            |
| PO-5-01-2030   | Average Notice of Interface Outage  | Not more than 20 Minutes                     | 15.00  | 1      |      | 5.00       |
| PO-6 - Software Validation                                     |   |  |        |        |      |            |
| PO-6-01-2000   | Software Validation   | Not more than 5%                             | R3     | NA     |      |            |
| PO-7 - Software Problem Resolution Timeliness                  |   |  |        |        |      |            |
| PO-7-01-2000   | % Software Problem Resolution Timeliness  | 95% Complying with Schedule                  | NA     |        |      |            |
| PO-7-02-2000   | Delay Hrs. - S/W Res. - Change - Transactions Failed, No Workaround                   | No Standard                                  | NA     |        |      |            |
| PO-7-03-2000   | Delay Days. - S/W Res. - Change - Transactions Failed, With Workaround                | No Standard                                  | NA     |        |      |            |
| PO-7-04-2000   | Delay Hrs. - Failed/Rejected Test Deck - Transactions Failed, No W/A                  | No Standard                                  | NA     |        |      |            |
| PO-8 - Manual Loop Qualification                               |   |  |        |        |      |            |
| PO-8-01-2000   | % On-Time - Manual Loop Qualification   | 95% within 72 Hours                          | 66.67  | 3      |      | -28.33     |
| PO-8-02-2000   | % On-Time - Engineering Record Request  | 95% within 72 Hours                          | NA     |        |      |            |
| TROUBLE REPORTING (OSS)  |   |  |        |        |      |            |
| MR-1 - Response Time OSS Maintenance Interface                 |   |  |        |        |      |            |
| MR-1-01-6040   | Average Response Time - Create Trouble - Web GUI                                      | Parity plus <= 7 Seconds                     | 8.62   | 3.82   | 2585 | 4.80       |
| MR-1-01-6060   | Average Response Time - Create Trouble - Electronic Bonding                           | Parity plus <= 4 Seconds                     | 8.62   | 15.89  | 157  | -7.27      |
| MR-1-02-6040   | Average Response Time - Status Trouble - Web GUI                                      | Parity plus <= 7 Seconds                     | 4.41   | 4.21   | 1257 | 0.20       |
| MR-1-02-6060   | Average Response Time - Status Trouble - Electronic Bonding                           | Parity plus <= 4 Seconds                     | 4.41   | 0.23   | 11   | 4.18       |
| MR-1-03-6040   | Average Response Time - Modify Trouble - Web GUI                                      | Parity plus <= 7 Seconds                     | 8.40   | 3.97   | 10   | 4.43       |
| MR-1-03-6060   | Average Response Time - Modify Trouble - Electronic Bonding                           | Parity plus <= 4 Seconds                     | 8.40   | 8.36   | 26   | 0.04       |
| MR-1-04-6040   | Average Response Time - Request Cancellation of Trouble - Web GUI                     | Parity plus <= 7 Seconds                     | 9.77   | 5.75   | 8    | 4.02       |
| MR-1-04-6060   | Average Response Time - Request Cancellation of Trouble - Electronic Bonding          | Parity plus <= 4 Seconds                     | 9.77   | NA     |      |            |
| MR-1-05-6040   | Average Response Time - Trouble Report History (by TN/Circuit) - Web GUI              | Parity plus <= 7 Seconds                     | 0.34   | 1.06   | 1149 | -0.72      |
| MR-1-05-6060   | Average Response Time - Trouble Report History (by TN/Circuit) - Electronic Bonding   | Parity plus <= 4 Seconds                     | NEF    | NEF    |      |            |
| MR-1-06-6040   | Average Response Time - Test Trouble (POTS Only) - Web Gui                            | Parity plus <= 7 Seconds                     | 53.37  | 43.48  | 7137 | 9.89       |
| MR-1-06-6060   | Average Response Time - Test Trouble (POTS Only) - Electronic Bonding                 | Parity plus <= 4 Seconds                     | 53.37  | 47.76  | 23   | 5.61       |
| continued  |   |  |        |        |      |            |

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| BILLING  |  |                               |        |          |               |              |      |         |
|--|--|-------------------------------|--------|----------|---------------|--------------|------|---------|
| Metric #   |  | Standard                      | CLEC   | OBS      | Difference    |              |      |         |
| BI-1 - Timeliness of Daily Usage Feed                |  |                               |        |          |               |              |      |         |
| BI-1-01-2030   | % DUF in 3 Business Days   | No Standard                   | 75.73  |          |               |              |      |         |
| BI-1-02-2030   | % DUF in 4 Business Days   | 95% of DUF in 4 Business Days | 75.99  | 26658060 | -19.01        |              |      |         |
| BI-1-03-2030   | % DUF in 5 Business Days   | No Standard                   | 76.08  |          |               |              |      |         |
| BI-1-04-2030   | % DUF in 8 Business Days   | No Standard                   | 76.22  |          |               |              |      |         |
| BI-2 - Timeliness of Carrier Bill                    |  |                               |        |          |               |              |      |         |
| BI-2-01-2030   | Timeliness of Carrier Bill - Paper Bills   | 98% in 10 Business Days       | 100.00 | 618      | 2.00          |              |      |         |
| BI-2-02-2030   | Timeliness of Carrier Bill – Electronic Bills – BOS BDT format                               | 98% in 10 Business Days       | 100.00 | 43       | 2.00          |              |      |         |
| BI-3 - Billing Accuracy                              |  |                               |        |          |               |              |      |         |
| BI-3-01-2030   | % Billing Adjustments - Including Charges Adjusted Due to PCDs                               | No Standard                   | 1.48   | 0.62     | 418895022     | 15105851     |      |         |
| BI-3-03-2030   | % Billing Adjustments - Excluding Charges Adjusted Due to PCDs                               | Parity with VZ Retail         | 1.43   | 0.62     | 418895022     | 15105851     | 0.00 | 260.51  |
| BI-3-06-2030   | % Billing Adjustments-Electronic Bills-BOS BDT format-Excluding Charges Adjusted Due to PCDs | Parity with VZ Retail         | 1.43   | 1.40     | 418895022     | 2108931      | 0.01 | 3.66    |
| BI-4 - DUF Accuracy                                  |  |                               |        |          |               |              |      |         |
| BI-4-01-2030   | % Usage Accuracy   | 95%                           | 100.00 | 14610729 | Difference    |              |      |         |
| BI-4-02-2030   | % Corrected Usage Records Delivered On -Time   | No Standard                   | NA     |          | 5.00          |              |      |         |
| BI-5 - Accuracy of Mechanized Bill Feed              |  |                               |        |          |               |              |      |         |
| BI-5-01-2030   | % Accuracy of Mechanized Bill Feed   | 95%                           | 100.00 | 184      | 5.00          |              |      |         |
| BI-6 - Completeness of Usage Charges                 |  |                               |        |          |               |              |      |         |
| BI-6-01-2030   | % Completeness of Usage Charges - Including PCD Delayed Charges                              | No Standard                   | 99.99  | 100.00   | 1006212538.00 | 439909573.00 |      |         |
| BI-6-02-2030   | % Completeness of Usage Charges - Excluding PCD Delayed Charges                              | Parity with VZ Retail         | 99.99  | 100.00   | 1006104346.00 | 439905951.00 | 0.00 | 174.96  |
| BI-7 - Completeness of Fractional Recurring Charges  |  |                               |        |          |               |              |      |         |
| BI-7-01-2030   | % Completeness of Fractional Recurring Charges - Including PCD Delayed Charges               | No Standard                   | 58.89  | 35.80    | 15581462.67   | 975656.05    |      |         |
| BI-7-02-2030   | % Completeness of Fractional Recurring Charges - Excluding PCD Delayed Charges               | Parity with VZ Retail         | 60.08  | 33.83    | 14007388.92   | 942998.36    | 0.05 | -503.82 |
| BI-8 - Non-Recurring Charge Completeness             |  |                               |        |          |               |              |      |         |
| BI-8-01-2030   | % Completeness of Non-Recurring Charges - Including PCD Delayed Charges                      | No Standard                   | 98.32  | 99.50    | 9093294.42    | 791612.59    |      |         |
| BI-8-02-2030   | % Completeness of Non-Recurring Charges - Excluding PCD Delayed Charges                      | Parity with VZ Retail         | 98.54  | 99.48    | 8800653.99    | 732228.86    | 0.01 | 64.43   |
| OPERATOR SERVICES & DATABASES                        |  |                               |        |          |               |              |      |         |
| OD-1 - Operator Services - Speed of Answer           |  |                               |        |          |               |              |      |         |
| OD-1-01-1020   | Average Speed of Answer – Operator Services  | No Standard                   | 3.22   | 0.17     | 3991          | Difference   |      |         |
| OD-1-02-1020   | Average Speed of Answer – Directory Assistance   | No Standard                   | 4.57   | 2.51     | 147106        |              |      |         |
| OD-1-03-1020   | % Answered in 30 Seconds - Operator Services   | 95% in 30 Seconds             | 99.72  | 100.00   | 3991          | 5.00         |      |         |
| OD-1-04-1020   | % Answered in 30 Seconds - Directory Assistance  | 95% in 30 Seconds             | 99.98  | 100.00   | 147106        | 5.00         |      |         |
| OD-3 - DA Database Update Accuracy                   |  |                               |        |          |               |              |      |         |
| OD-3-01-1020   | % DA Update Accuracy - Including Service Order (PCD) Errors                                  | No Standard                   | 99.50  | 98.00    | 200           | 200          |      |         |
| OD-3-02-1020   | % DA Update Accuracy - Excluding Service Order (PCD) Errors                                  | Parity with VZ Retail         | 99.50  | 98.00    | 200           | 200          | 0.71 | -2.13   |
| GENERAL  |  |                               |        |          |               |              |      |         |
| GE-1 - Directory Listing Verification Reports        |  |                               |        |          |               |              |      |         |
| GE-1-01-2030   | % of Directory Listing Verification Reports Furnished On-Time                                | 95% on or before Due Date     | VZ     | CLEC     | Observations  | Difference   |      |         |
|  |  |                               |        | NA       |               |              |      |         |
| GE-2 - Poles, Ducts, Conduit and Rights of Way       |  |                               |        |          |               |              |      |         |
| GE-2-01-2030   | % of Access Request Responses Transmitted On-Time  | 95% on or before Due Date     |        | 100.00   | 7             | 5.00         |      |         |
| GE-3 - Bona Fide Request Responses                   |  |                               |        |          |               |              |      |         |
| GE-3-01-2030   | % of Bona Fide Request Responses Furnished On-Time   | No Standard                   |        | 100.00   | 1             |              |      |         |
| Legend Notations defined on Legend sheet - last page |  |                               |        |          |               |              |      |         |

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**CLEC Aggregate Performance**  
**RESALE ORDERING - POTS / SPECIAL SERVICES**

| POTS & Pre-qualified Complex (combined data)                               |   | CLEC Aggregate |              |            |
|--|---|----------------|--------------|------------|
| Metric #   | Standard  | Performance    | Observations | Difference |
| <b>OR-1 - Order Confirmation Timeliness</b>                                |   |                |              |            |
| OR-1-01-2320   | Av. Local Service Request Confirmation Time -LSRC -Flow-Through   | 0.14           |              |            |
| OR-1-02-2320   | % On Time LSRC - Flow-Through                                     | 98.48          | 17830        | 3.48       |
| OR-1-03-2320   | Average LSRC Time < 6 Lines - Electronic - No Flow-Through        | 10.84          |              |            |
| OR-1-04-2320   | % On Time LSRC < 6 Lines - Electronic - No Flow-Through           | 99.18          | 3903         | 4.18       |
| OR-1-05-2320   | Average LSRC Time >= 6 Lines - Electronic - No Flow-Through       | 13.77          |              |            |
| OR-1-06-2320   | % On Time LSRC >=6 Lines - Electronic - No Flow-Through           | 99.76          | 409          | 4.76       |
| OR-1-07-2320   | Average LSRC Time < 6 Lines - Fax                                 | NA             |              |            |
| OR-1-08-2320   | % On Time LSRC < 6 Lines - Fax                                    | NA             |              |            |
| OR-1-09-2320   | Average LSRC Time >= 6 Lines - Fax                                | NA             |              |            |
| OR-1-10-2320   | % On Time LSRC >= 6 Lines - Fax                                   | NA             |              |            |
| <b>OR-2 - Reject Timeliness</b>  |   |                |              |            |
| OR-2-01-2320   | Average Local Service Request -LSR- Reject - Time -Flow-Through   | 0.06           |              |            |
| OR-2-02-2320   | % On Time LSR Reject - Flow-Through                               | 99.56          | 2472         | 4.56       |
| OR-2-03-2320   | Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through  | 9.51           |              |            |
| OR-2-04-2320   | % On Time LSR Reject < 6 Lines - Electronic - No Flow-Through     | 99.65          | 1739         | 4.65       |
| OR-2-05-2320   | Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through | 11.81          |              |            |
| OR-2-06-2320   | % On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through    | 100.00         | 251          | 5.00       |
| OR-2-07-2320   | Average LSR Reject Time < 6 Lines - Fax                           | NA             |              |            |
| OR-2-08-2320   | % On Time LSR Reject < 6 Lines - Fax                              | NA             |              |            |
| OR-2-09-2320   | Average LSR Reject Time >=6 Lines - Fax                           | NA             |              |            |
| OR-2-10-2320   | % On Time LSR Reject >=6 Lines - Fax                              | NA             |              |            |
| <b>OR-7 -% Order Confirmation/Rejects Sent Within 3 Business Days</b>      |   |                |              |            |
| OR-7-01-2100   | % Order Confirmation/Rejects Sent Within 3 Business Days - POTS   | 99.97          | 12349        | 4.97       |
| <b>Complex Services - 2 Wire Digital</b>                                   |   |                |              |            |
| <b>OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification</b> |   |                |              |            |
| OR-1-03-2341   | Average LSRC Time < 6 Lines - Electronic - No Flow-Through        | 12.24          |              |            |
| OR-1-04-2341   | % On Time LSRC < 6 Lines - Electronic - No Flow-Through           | 100.00         | 55           | 5.00       |
| OR-1-05-2341   | Average LSRC Time >= 6 Lines - Electronic - No Flow-Through       | 3.95           |              |            |
| OR-1-06-2341   | % On Time LSRC >= 6 Lines - Electronic - No Flow-Through          | 100.00         | 4            | 5.00       |
| OR-1-07-2341   | Average LSRC Time < 6 Lines - Fax                                 | NA             |              |            |
| OR-1-08-2341   | % On Time LSRC < 6 Lines - Fax                                    | NA             |              |            |
| OR-1-09-2341   | Average LSRC Time >= 6 Lines - Fax                                | NA             |              |            |
| OR-1-10-2341   | % On Time LSRC >= 6 Lines - Fax                                   | NA             |              |            |
| <b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>             |   |                |              |            |
| OR-2-03-2341   | Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through  | 9.05           |              |            |
| OR-2-04-2341   | % On Time LSR Reject < 6 Lines - Electronic - No Flow-Through     | 100.00         | 49           | 5.00       |
| OR-2-05-2341   | Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through | 4.55           |              |            |
| OR-2-06-2341   | % On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through    | 100.00         | 1            | 5.00       |
| OR-2-07-2341   | Average LSR Reject Time < 6 Lines - Fax                           | NA             |              |            |
| OR-2-08-2341   | % On Time LSR Reject < 6 Lines - Fax                              | NA             |              |            |
| OR-2-09-2341   | Average LSR Reject Time >= 6 Lines - Fax                          | NA             |              |            |
| OR-2-10-2341   | % On Time LSR Reject >= 6 Lines - Fax                             | NA             |              |            |
| <b>Complex Services - 2 Wire xDSL Services</b>                             |   |                |              |            |
| <b>OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification</b> |   |                |              |            |
| OR-1-03-2342   | Average LSRC Time < 6 Lines - Electronic - No Flow-Through        | NA             |              |            |
| OR-1-04-2342   | % On Time LSRC < 6 Lines - Electronic - No Flow-Through           | NA             |              |            |
| OR-1-05-2342   | Average LSRC Time >= 6 Lines - Electronic - No Flow-Through       | NA             |              |            |
| OR-1-06-2342   | % On Time LSRC >= 6 Lines - Electronic - No Flow-Through          | NA             |              |            |
| OR-1-07-2342   | Average LSRC Time < 6 Lines - Fax                                 | NA             |              |            |
| OR-1-08-2342   | % On Time LSRC < 6 Lines - Fax                                    | NA             |              |            |
| OR-1-09-2342   | Average LSRC Time >= 6 Lines - Fax                                | NA             |              |            |
| OR-1-10-2342   | % On Time LSRC >= 6 Lines - Fax                                   | NA             |              |            |
| <b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>             |   |                |              |            |
| OR-2-03-2342   | Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through  | NA             |              |            |
| OR-2-04-2342   | % On Time LSR Reject < 6 Lines - Electronic - No Flow-Through     | NA             |              |            |
| OR-2-05-2342   | Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through | NA             |              |            |
| OR-2-06-2342   | % On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through    | NA             |              |            |
| OR-2-07-2342   | Average LSR Reject Time < 6 Lines - Fax                           | NA             |              |            |
| OR-2-08-2342   | % On Time LSR Reject < 6 Lines - Fax                              | NA             |              |            |
| OR-2-09-2342   | Average LSR Reject Time >= 6 Lines - Fax                          | NA             |              |            |
| OR-2-10-2342   | % On Time LSR Reject >= 6 Lines - Fax                             | NA             |              |            |
| continued  |   |                |              |            |

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**CLEC Aggregate Performance**  
**RESALE ORDERING - POTS / SPECIAL SERVICES**

| Special Services                                     |   | CLEC Aggregate                                   |             |                |            |
|--|---|--|-------------|----------------|------------|
| Metric #   |   | Standard   | Performance | Observations   | Difference |
| OR-1 - Order Confirmation Timeliness                 |   |  |             |                |            |
| OR-1-03-2214   | Average LSRC Time < 6 Lines - Non DS0, DS1 & DS3 - Electronic - No Flow-Thru  | No Standard                                      | 10.93       |                |            |
| OR-1-04-2214   | % On Time LSRC < 6 Lines - Non DS0, DS1 & DS3 - Electronic - No Flow-Through  | 95% within 48 hours                              | 100.00      | 30             | 5.00       |
| OR-1-05-2214   | Average LSRC Time >= 6 Lines - Non DS0, DS1 & DS3 - Electronic - No Flow-Thru | No Standard                                      | 17.47       |                |            |
| OR-1-05-2210   | Average LSRC Time >= 6 Lines -DS0 - Electronic - No Flow-Through              | No Standard                                      | NA          |                |            |
| OR-1-05-2211   | Average LSRC Time >= 6 Lines -DS1 - Electronic - No Flow-Through              | No Standard                                      | 6.53        |                |            |
| OR-1-05-2213   | Average LSRC Time >= 6 Lines -DS3 - Electronic - No Flow-Through              | No Standard                                      | NA          |                |            |
| OR-1-06-2214   | % On Time LSRC >=6 Lines - Non DS0, DS1 & DS3 - Electronic - No Flow-Through  | 95% within 72 hours                              | 100.00      | 10             | 5.00       |
| OR-1-06-2210   | % On Time LSRC >=6 Lines -DS0 - Electronic - No Flow-Through                  | 95% within 72 hours                              | NA          |                |            |
| OR-1-06-2211   | % On Time LSRC >=6 Lines -DS1 - Electronic - No Flow-Through                  | 95% within 72 hours                              | 100.00      | 1              | 5.00       |
| OR-1-06-2213   | % On Time LSRC >=6 Lines -DS3 - Electronic - No Flow-Through                  | 95% within 72 hours                              | NA          |                |            |
| OR-1-07-2214   | Average LSRC Time < 6 Lines - Non DS0, DS1 & DS3 - Fax                        | No Standard                                      | NA          |                |            |
| OR-1-08-2214   | % On Time LSRC < 6 Lines - Non DS0,DS1, & DS3 - Fax                           | 95% within 72 hours                              | NA          |                |            |
| OR-1-09-2214   | Average LSRC Time >= 6 Lines - Non DS0,DS1 & DS3 - Fax                        | No Standard                                      | NA          |                |            |
| OR-1-09-2210   | Average LSRC Time >= 6 Lines -DS0 - Fax                                       | No Standard                                      | NA          |                |            |
| OR-1-09-2211   | Average LSRC Time >= 6 Lines -DS1 - Fax                                       | No Standard                                      | NA          |                |            |
| OR-1-09-2213   | Average LSRC Time >= 6 Lines -DS3 - Fax                                       | No Standard                                      | NA          |                |            |
| OR-1-10-2214   | % On Time LSRC >= 6 Lines - Non DS0, DS1 & DS3 - Fax                          | 95% within 96 hours                              | NA          |                |            |
| OR-1-10-2210   | % On Time LSRC >= 6 Lines -DS0 - Fax  | 95% within 96 hours                              | NA          |                |            |
| OR-1-10-2211   | % On Time LSRC >= 6 Lines -DS1 - Fax  | 95% within 96 hours                              | NA          |                |            |
| OR-1-10-2213   | % On Time LSRC >= 6 Lines -DS3 - Fax  | 95% within 96 hours                              | NA          |                |            |
| OR-2 - Reject Timeliness                             |   |  |             |                |            |
| OR-2-03-2200   | Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through              | No Standard                                      | 6.08        |                |            |
| OR-2-04-2200   | % On Time LSR Reject < 6 Lines - Electronic - No Flow-Through                 | 95% within 48 hours                              | 100.00      | 79             | 5.00       |
| OR-2-05-2200   | Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through             | No Standard                                      | 8.39        |                |            |
| OR-2-06-2200   | % On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through                | 95% within 72 hours                              | 100.00      | 23             | 5.00       |
| OR-2-07-2200   | Average LSR Reject Time < 6 Lines - Fax                                       | No Standard                                      | NA          |                |            |
| OR-2-08-2200   | % On Time LSR Reject < 6 Lines - Fax  | 95% within 72 hours                              | NA          |                |            |
| OR-2-09-2200   | Average LSR Reject Time >=6 Lines - Fax                                       | No Standard                                      | NA          |                |            |
| OR-2-10-2200   | % On Time LSR Reject >=6 Lines - Fax  | 95% within 96 hours                              | NA          |                |            |
| POTS / Special Services - Aggregate                  |   |  |             |                |            |
| OR-3 - Percent Rejects                               |   |  |             |                |            |
| OR-3-01-2000   | % Rejects   | No Standard                                      | 19.91       | 23221          |            |
| OR-4 - Timeliness of Completion Notification         |   |  |             |                |            |
| OR-4-01-2000   | Completion Notice – Average Response Time                                     | No Standard                                      | VZ          | CLEC           | Difference |
| OR-4-02-2000   | Completion Notice – % On Time   | 97% by next business day at noon                 | 0.66        |                |            |
| OR-4-04-2000   | Work Completion Notice - Avg Response Time                                    | No Standard                                      | 99.07       | 22734          | 2.07       |
| OR-4-05-2000   | Work Completion Notice - % On Time  | 95% by next business day at noon                 | 0.00        |                |            |
|  |   |  | 100.00      | 21669          | 5.00       |
|  |   |  |             |                |            |
| OR-4-06-2000   | Avg Duration - Work Completion (SOP) to Bill Comp                             | Parity with VZ Retail                            | VZ          | CLEC Aggregate | VZ         |
| OR-4-07-2000   | % SOP to Bill Completion >= 5 Business Days                                   | Parity with VZ Retail                            | 32.40       | 23.80          | 623855     |
| OR-4-08-2000   | % SOP to Bill Completion > 1 Business Day                                     | No Standard                                      | 1.29        | 0.59           | 623855     |
|  |   |  | 9.94        | 8.63           | 623855     |
|  |   |  |             |                |            |
| OR-4-09-2000   | % SOP to Bill Completion w/in 3 Business Days                                 | 95% in 3 Bus Days of SOP Cmpltn                  | VZ          | CLEC           | Difference |
| OR-4-10-2000   | % SOP to Provisioning Completion w/in 2 Bus Days                              | 95% in 2 Bus Days of SOP Cmpltn                  | 99.13       | 12343          | 4.13       |
| OR-4-11-2000   | % SOP Comp Ord w/out a BCN and PCN w/in 3 Bus Days                            | Not more than 5%                                 | 100.00      | 12483          | 5.00       |
|  |   |  | 0.00        | 12345          | 5.00       |
| OR-5 - Percent Flow-Through                          |   |  |             |                |            |
| OR-5-01-2000   | % Flow Through - Total  | No Standard                                      | 80.03       | 22295          |            |
| OR-5-02-2000   | % Flow Through - Simple   | No Standard                                      | 80.38       | 22182          |            |
| OR-5-03-2000   | % Flow Through - Achieved   | 95%  | 94.66       | 18849          | -0.34      |
| OR-6 - Order Accuracy                                |   |  |             |                |            |
| OR-6-01-2000   | % Accuracy - Orders   | 95% of orders without VZ errors                  | 98.75       | 400            | 3.75       |
| OR-6-02-2000   | % Accuracy – Opportunities  | No Standard                                      | 99.90       | 4785           |            |
| OR-6-03-2000   | % Accuracy – LSRC   | Not more than 5% of LSRCs resent due to VZ error | 0.02        | 5346           | 4.98       |
| OR-8 - Acknowledgement Timeliness                    |   |  |             |                |            |
| OR-8-01-2000   | % Acknowledgements on time  | 95% in 2 hours                                   | 100.00      | 13386          | 5.00       |
| OR-9 - Order Acknowledgement Completeness            |   |  |             |                |            |
| OR-9-01-2000   | % Acknowledgement Completeness  | 99%  | 100.00      | 13386          | 1.00       |
| Legend Notations defined on Legend sheet - last page |   |  |             |                |            |

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**RESALE PROVISIONING - POTS / SPECIAL SERVICES**

| POTS - Provisioning - Total                |  |                       |                    |                |                        |                |                    |                |
|--|--|-----------------------|--------------------|----------------|------------------------|----------------|--------------------|----------------|
| Metric #                                   |  | Standard              | Actual Performance |                | Number of Observations |                | Standard Deviation | Sampling Error |
|  |  |                       | VZ                 | CLEC Aggregate | VZ                     | CLEC Aggregate |                    |                |
| PR-1-04-2100                               | PR-1 - Average Interval Offered  |                       |                    |                |                        |                |                    |                |
| PR-1-05-2100                               | Average Interval Offered - Dispatch (6-9 Lines)                        | Parity with VZ Retail | 5.96               | 2.50           | 307                    | 4              | 5.05               | 2.54           |
|  | Average Interval Offered - Dispatch (>= 10 Lines)                      | Parity with VZ Retail | 7.02               | 1.00           | 111                    | 2              | 6.58               | 4.69           |
| PR-2-04-2100                               | PR-2 - Average Completed Interval                                      |                       |                    |                |                        |                |                    |                |
| PR-2-05-2100                               | Average Interval Completed - Dispatch (6-9 Lines)                      | Parity with VZ Retail | 5.84               | 2.00           | 239                    | 2              | 4.44               | 3.15           |
|  | Average Interval Completed - Dispatch (>= 10 Lines)                    | Parity with VZ Retail | 6.18               | 1.00           | 79                     | 2              | 4.41               | 3.16           |
| PR-3-01-2100                               | PR-3 - Completed within Specified Days                                 |                       |                    |                |                        |                |                    |                |
| PR-3-02-2100                               | % Completed in 1 Day (1-5 Lines - No Dispatch)                         | Parity with VZ Retail | 76.05              | 44.57          | 113387                 | 2367           |                    | 0.89           |
| PR-3-02-2100                               | % Completed in 2 Days (1-5 Lines - No Dispatch)                        | Parity with VZ Retail | 84.87              | 82.09          | 113387                 | 2367           |                    | 0.74           |
| PR-3-03-2100                               | % Completed in 3 Days (1-5 Lines - No Dispatch)                        | Parity with VZ Retail | 93.70              | 98.73          | 113387                 | 2367           |                    | 0.50           |
| PR-3-04-2100                               | % Completed in 1 Day (1-5 Lines - Dispatch)                            | Parity with VZ Retail | 4.99               | 8.16           | 21938                  | 1176           |                    | 0.65           |
| PR-3-05-2100                               | % Completed in 2 Days (1-5 Lines - Dispatch)                           | Parity with VZ Retail | 9.58               | 33.08          | 21938                  | 1176           |                    | 0.88           |
| PR-3-06-2100                               | % Completed in 3 Days (1-5 Lines - Dispatch)                           | Parity with VZ Retail | 52.02              | 90.56          | 21938                  | 1176           |                    | 1.50           |
| PR-3-07-2100                               | % Completed in 4 Days (1-5 Lines - Total)                              | Parity with VZ Retail | 91.09              | 98.19          | 135325                 | 3543           |                    | 0.48           |
| PR-3-08-2100                               | % Completed in 5 Days (1-5 Lines - No Dispatch)                        | Parity with VZ Retail | 97.72              | 99.66          | 113387                 | 2367           |                    | 0.31           |
| PR-3-09-2100                               | % Completed in 5 Days (1-5 Lines - Dispatch)                           | Parity with VZ Retail | 88.68              | 98.89          | 21938                  | 1176           |                    | 0.95           |
| PR-3-10-2100                               | % Completed in 6 Days (1-5 Lines - Total)                              | Parity with VZ Retail | 97.45              | 99.60          | 135325                 | 3543           |                    | 0.27           |
| PR-4-02-2100                               | PR-4 - Missed Appointments   |                       |                    |                |                        |                |                    |                |
| PR-4-03-2100                               | Average Delay Days - Total   | Parity with VZ Retail | 2.48               | 1.77           | 5650                   | 126            | 9.77               | 0.88           |
| PR-4-03-2100                               | % Missed Appt. - Customer  | No Standard           | 3.07               | 11.11          | 229187                 | 8508           |                    | 0.81           |
| PR-4-04-2100                               | % Missed Appt. - VZ - Dispatch   | Parity with VZ Retail | 11.08              | 4.20           | 38495                  | 2690           |                    | 0.63           |
| PR-4-05-2100                               | % Missed Appt. - VZ - No Dispatch                                      | Parity with VZ Retail | 0.73               | 0.22           | 190692                 | 5818           |                    | 0.11           |
| PR-4-08-2100                               | % Missed Appt. - Customer - Due to Late Order Confirmation             | No Standard           |                    | 0.07           |                        | 8508           |                    |                |
| PR-4-10-2100                               | % Missed Appt. - VZ - Standard Interval (W Coded) Orders - Dispatch    | Parity with VZ Retail | 11.40              | 4.71           | 30730                  | 1697           |                    | 0.79           |
| PR-4-11-2100                               | % Missed Appt. - VZ - Standard Interval (W Coded) Orders - No Dispatch | Parity with VZ Retail | 0.71               | 0.18           | 160977                 | 4877           |                    | 0.12           |
| PR-5-01-2100                               | PR-5 - Facility Missed Orders  |                       |                    |                |                        |                |                    |                |
| PR-5-02-2100                               | % Missed Appointment - Verizon - Facilities                            | Parity with VZ Retail | 1.80               | 1.78           | 38495                  | 2690           |                    | 0.27           |
| PR-5-02-2100                               | % Orders Held for Facilities > 15 Days                                 | Parity with VZ Retail | 0.01               | 0.00           | 38495                  | 2690           |                    | 0.02           |
| PR-5-03-2100                               | % Orders Held for Facilities > 60 Days                                 | Parity with VZ Retail | 0.00               | 0.00           | 38495                  | 2690           |                    | 0.50           |
| PR-6-01-2100                               | PR-6 - Installation Quality  |                       |                    |                |                        |                |                    |                |
| PR-6-02-2100                               | % Installation Troubles reported within 30 Days                        | Parity with VZ Retail | 4.86               | 5.06           | 224037                 | 10682          |                    | 0.21           |
| PR-6-02-2100                               | % Installation Troubles reported within 7 Days                         | Parity with VZ Retail | 3.23               | 3.25           | 224037                 | 10682          |                    | 0.18           |
| PR-6-03-2100                               | % Installation Troubles reported within 30 Days - FOK/TOK/CPE          | No Standard           | 3.35               | 3.02           | 224037                 | 10682          |                    | -0.10          |
| PR-8-01-2100                               | PR-8 - Open Orders in a Hold Status                                    |                       |                    |                |                        |                |                    |                |
| PR-8-02-2100                               | % Open Orders in a Hold Status > 30 Days                               | Parity with VZ Retail | 0.00               | 0.00           | 229187                 | 8508           |                    |                |
| PR-8-02-2100                               | % Open Orders in a Hold Status > 90 Days                               | Parity with VZ Retail | 0.00               | 0.00           | 229187                 | 8508           |                    |                |
| POTS - Business                            |  |                       |                    |                |                        |                |                    |                |
| PR-1-01-2110                               | PR-1 - Average Interval Offered  |                       |                    |                |                        |                |                    |                |
| PR-1-03-2110                               | Average Interval Offered - Total No Dispatch                           | Parity with VZ Retail | 2.81               | 1.33           | 15805                  | 1042           | 6.81               | 0.22           |
|  | Average Interval Offered - Dispatch (1-5 Lines)                        | Parity with VZ Retail | 4.36               | 3.19           | 6627                   | 85             | 4.01               | 0.44           |
| PR-2-01-2110                               | PR-2 - Average Completed Interval                                      |                       |                    |                |                        |                |                    |                |
| PR-2-03-2110                               | Average Interval Completed - Total No Dispatch                         | Parity with VZ Retail | 2.75               | 1.32           | 15560                  | 1011           | 6.53               | 0.21           |
|  | Average Interval Completed - Dispatch (1-5 Lines)                      | Parity with VZ Retail | 4.33               | 3.38           | 5642                   | 76             | 3.27               | 0.38           |
| PR-1-01-2120                               | PR-1 - Average Interval Offered  |                       |                    |                |                        |                |                    |                |
| PR-1-03-2120                               | Average Interval Offered - Total No Dispatch                           | Parity with VZ Retail | 0.82               | 1.37           | 144775                 | 3335           | 2.22               | 0.04           |
|  | Average Interval Offered - Dispatch (1-5 Lines)                        | Parity with VZ Retail | 3.92               | 2.62           | 19799                  | 1600           | 3.08               | 0.08           |
| PR-2-01-2120                               | PR-2 - Average Completed Interval                                      |                       |                    |                |                        |                |                    |                |
| PR-2-03-2120                               | Average Interval Completed - Total No Dispatch                         | Parity with VZ Retail | 0.78               | 1.34           | 143308                 | 3234           | 1.87               | 0.03           |
|  | Average Interval Completed - Dispatch (1-5 Lines)                      | Parity with VZ Retail | 4.04               | 2.74           | 16296                  | 1100           | 2.52               | 0.08           |
| Complex Services - 2 Wire Digital Services |  |                       |                    |                |                        |                |                    |                |
| PR-1-01-2341                               | PR-1 - Average Interval Offered  |                       |                    |                |                        |                |                    |                |
| PR-1-02-2341                               | Average Interval Offered - Total No Dispatch                           | Parity with VZ Retail | 6.00               | NA             | 30                     |                | 0.00               |                |
|  | Average Interval Offered - Total Dispatch                              | Parity with VZ Retail | 5.99               | 6.00           | 171                    | 1              | 0.08               | 0.08           |
| PR-2-01-2341                               | PR-2 - Average Completed Interval                                      |                       |                    |                |                        |                |                    |                |
| PR-2-02-2341                               | Average Interval Completed - Total No Dispatch                         | Parity with VZ Retail | 6.20               | NA             | 30                     |                | 1.10               |                |
|  | Average Interval Completed - Total Dispatch                            | Parity with VZ Retail | 6.18               | 6.00           | 155                    | 1              | 1.05               | 1.05           |
| PR-4-02-2341                               | PR-4 - Missed Appointment  |                       |                    |                |                        |                |                    |                |
| PR-4-03-2341                               | Average Delay Days - Total   | Parity with VZ Retail | 2.53               | NA             | 87                     |                | 2.90               |                |
| PR-4-03-2341                               | % Missed Appt. - Customer  | No Standard           | 8.64               | 7.14           | 1239                   | 28             |                    |                |
| PR-4-04-2341                               | % Missed Appt. - VZ - Dispatch   | Parity with VZ Retail | 7.36               | 0.00           | 829                    | 7              |                    | 9.91           |
| PR-4-05-2341                               | % Missed Appt. - VZ - No Dispatch                                      | Parity with VZ Retail | 1.80               | 0.00           | 389                    | 21             |                    | 2.98           |
| PR-4-08-2341                               | % Missed Appt. - Customer - Due to Late Order Confirmation             | No Standard           |                    | 0.00           |                        | 28             |                    | 0.60           |
| PR-4-10-2341                               | % Missed Appt. - VZ - Std. Int. (W Coded) Orders - Dispatch            | Parity with VZ Retail | 10.52              | 0.00           | 751                    | 6              |                    | 12.58          |
| PR-4-11-2341                               | % Missed Appt. - VZ - Std. Int. (W Coded) Orders - No Dispatch         | Parity with VZ Retail | 2.02               | 0.00           | 346                    | 40             |                    | 2.35           |
| PR-5-01-2341                               | PR-5 - Facility Missed Orders  |                       |                    |                |                        |                |                    |                |
| PR-5-02-2341                               | % Missed Appointment - Verizon - Facilities                            | Parity with VZ Retail | 2.24               | 0.00           | 850                    | 7              |                    | 5.62           |
| PR-5-02-2341                               | % Orders Held for Facilities > 15 Days                                 | Parity with VZ Retail | 0.00               | 0.00           | 850                    | 7              |                    |                |
| PR-5-03-2341                               | % Orders Held for Facilities > 60 Days                                 | Parity with VZ Retail | 0.00               | 0.00           | 850                    | 7              |                    |                |
| PR-6-01-2341                               | PR-6 - Installation Quality  |                       |                    |                |                        |                |                    |                |
| PR-6-03-2341                               | % Installation Troubles reported within 30 Days                        | Parity with VZ Retail | 5.22               | 14.29          | 843                    | 7              |                    | 8.44           |
|  | % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE                  | No Standard           | 6.29               | 42.86          | 843                    | 7              |                    |                |
| PR-8-01-2341                               | PR-8 - Open Orders in a Hold Status                                    |                       |                    |                |                        |                |                    |                |
| PR-8-02-2341                               | % Open Orders in a Hold Status > 30 Days                               | Parity with VZ Retail | 0.00               | 0.00           | 1239                   | 28             |                    |                |
|  | % Open Orders in a Hold Status > 90 Days                               | Parity with VZ Retail | 0.00               | 0.00           | 1239                   | 28             |                    |                |

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**Complex Services - 2 Wire xDSL Services**

| Metric#                             |  | Standard              | VZ   | CLEC Aggregate | VZ    | CLEC Aggregate | Standard Deviation | Sampling Error | Z-Score |
|-------------------------------------|--|-----------------------|------|----------------|-------|----------------|--------------------|----------------|---------|
| PR-1 - Average Interval Offered     |  |                       |      |                |       |                |                    |                |         |
| PR-1-01-2342                        | Average Interval Offered – Total No Dispatch                   | Parity with VZ Retail | 3.22 | NA             | 15250 |                | 1.15               |                |         |
| PR-1-02-2342                        | Average Interval Offered – Total Dispatch                      | Parity with VZ Retail | 3.41 | NA             | 2159  |                | 1.06               |                |         |
| PR-2 - Average Completed Interval   |  |                       |      |                |       |                |                    |                |         |
| PR-2-01-2342                        | Average Interval Completed – Total No Dispatch                 | Parity with VZ Retail | 3.21 | NA             | 15203 |                | 0.65               |                |         |
| PR-2-02-2342                        | Average Interval Completed – Total Dispatch                    | Parity with VZ Retail | 3.50 | NA             | 2067  |                | 1.43               |                |         |
| PR-4 - Missed Appointment           |  |                       |      |                |       |                |                    |                |         |
| PR-4-02-2342                        | Average Delay Days – Total                                     | Parity with VZ Retail | 1.76 | NA             | 182   |                | 3.22               |                |         |
| PR-4-03-2342                        | % Missed Appt. – Customer                                      | No Standard           | 0.52 | 0.00           | 25806 | 8              |                    |                |         |
| PR-4-04-2342                        | % Missed Appt. – VZ – Dispatch                                 | Parity with VZ Retail | 5.41 | NA             | 2218  |                |                    |                |         |
| PR-4-05-2342                        | % Missed Appt. – VZ – No Dispatch                              | Parity with VZ Retail | 0.06 | 0.00           | 23537 | 8              |                    | 0.87           |         |
| PR-4-08-2342                        | % Missed Appt. – Customer – Due to Late Order Confirmation     | No Standard           |      | 0.00           |       | 8              |                    |                |         |
| PR-4-10-2342                        | % Missed Appt. – VZ – Std. Int. (W Coded) Orders – Dispatch    | Parity with VZ Retail | 7.36 | NA             | 2159  |                |                    |                |         |
| PR-4-11-2342                        | % Missed Appt. – VZ – Std. Int. (W Coded) Orders – No Dispatch | Parity with VZ Retail | 0.07 | 0.00           | 15250 | 7              |                    | 1.00           |         |
| PR-5 - Facility Missed Orders       |  |                       |      |                |       |                |                    |                |         |
| PR-5-01-2342                        | % Missed Appointment – Verizon – Facilities                    | Parity with VZ Retail | 2.07 | NA             | 2269  |                |                    |                |         |
| PR-5-02-2342                        | % Orders Held for Facilities > 15 Days                         | Parity with VZ Retail | 0.00 | NA             | 2269  |                |                    |                |         |
| PR-5-03-2342                        | % Orders Held for Facilities > 60 Days                         | Parity with VZ Retail | 0.00 | NA             | 2269  |                |                    |                |         |
| PR-6 - Installation Quality         |  |                       |      |                |       |                |                    |                |         |
| PR-6-01-2342                        | % Installation Troubles reported within 30 Days                | Parity with VZ Retail | 3.16 | 2.27           | 26537 | 44             |                    | 2.64           | 0.34    |
| PR-6-03-2342                        | % Inst. Troubles reported w/in 30 Days - FOK/TOK/CPE           | No Standard           | 2.66 | 0.00           | 26537 | 44             |                    |                |         |
| PR-8 - Open Orders in a Hold Status |  |                       |      |                |       |                |                    |                |         |
| PR-8-01-2342                        | % Open Orders in a Hold Status > 30 Days                       | Parity with VZ Retail | 0.00 | 0.00           | 25806 | 8              |                    |                |         |
| PR-8-02-2342                        | % Open Orders in a Hold Status > 90 Days                       | Parity with VZ Retail | 0.00 | 0.00           | 25806 | 8              |                    |                |         |

**POTS & Complex Aggregate**

|  |  |      |      |       |      |      |      |       |
|--|--|------|------|-------|------|------|------|-------|
| <b>PR-1 - Average Interval Offered</b>   |  |      |      |       |      |      |      |       |
| PR-1-12-2103                             | Average Interval Offered - Disconnects   | 4.07 | 1.87 | 59225 | 4625 | 8.89 | 0.14 | 16.21 |
| <b>PR-2 - Average Completed Interval</b> |  |      |      |       |      |      |      |       |
| PR-2-18-2103                             | Average Interval Completed - Disconnects | 3.53 | 1.82 | 62282 | 4496 | 8.20 | 0.13 | 13.50 |

**Special Services - Provisioning**

|  |   |       |       |      |     |       |      |            |
|--|---|-------|-------|------|-----|-------|------|------------|
| <b>PR-1 - Average Interval Offered</b>     |   |       |       |      |     |       |      |            |
| PR-1-01-2200                               | Average Interval Offered - Total No Dispatch                    | 14.51 | 21.32 | 1071 | 22  | 10.36 | 2.23 | -2.69 (P)  |
| PR-1-02-2200                               | Average Interval Offered - Total Dispatch                       | 17.25 | 20.30 | 397  | 10  | 19.57 | 6.27 | -0.54 (P)  |
| PR-1-06-2210                               | Average Interval Offered - DS0                                  | 16.58 | NA    | 384  |     | 20.16 |      |            |
| PR-1-07-2211                               | Average Interval Offered - DS1                                  | 15.31 | 29.16 | 692  | 19  | 9.61  | 2.23 | -10.00 (P) |
| PR-1-08-2213                               | Average Interval Offered - DS3                                  | NA    | NA    |      |     |       |      |            |
| PR-1-12-2200                               | Average Interval Offered - Disconnects                          | 13.77 | 5.74  | 675  | 27  | 11.99 | 2.35 | 3.41       |
| <b>PR-2 - Average Completed Interval</b>   |   |       |       |      |     |       |      |            |
| PR-2-01-2200                               | Average Interval Completed - Total No Dispatch                  | 14.71 | 13.20 | 842  | 10  | 9.83  | 3.13 | 0.48       |
| PR-2-02-2200                               | Average Interval Completed - Total Dispatch                     | 17.06 | 15.20 | 268  | 5   | 17.76 | 8.02 |            |
| PR-2-06-2210                               | Average Interval Completed - DSO                                | 16.33 | NA    | 282  |     | 18.38 |      |            |
| PR-2-07-2211                               | Average Interval Completed - DS1                                | 15.01 | 30.20 | 530  | 5   | 7.57  | 3.40 |            |
| PR-2-08-2213                               | Average Interval Completed - DS3                                | NA    | NA    |      |     |       |      |            |
| PR-2-18-2200                               | Average Interval Completed - Disconnects                        | 15.11 | 4.81  | 578  | 21  | 12.41 | 2.76 | 3.74       |
| <b>PR-4 - Missed Appointments</b>          |   |       |       |      |     |       |      |            |
| PR-4-01-2200                               | % Missed Appt. - VZ - Total                                     | 4.01  | 7.44  | 2020 | 121 |       | 1.84 | -1.87      |
| PR-4-02-2200                               | Average Delay Days - Total                                      | 6.77  | 2.33  | 81   | 9   | 7.55  | 2.65 |            |
| PR-4-03-2200                               | % Missed Appt. - Customer                                       | 21.78 | 6.61  | 2020 | 121 |       |      |            |
| PR-4-08-2200                               | % Missed Appt. - Customer - Due to Late Order Confirmation      |       | 0.00  |      | 121 |       |      |            |
| PR-4-09-2200                               | % Missed Appt. - VZ - Standard Interval (W Coded) Orders -Total | 4.01  | 0.00  | 1472 | 32  |       | 3.51 | 1.14       |
| <b>PR-5 - Facility Missed Orders</b>       |   |       |       |      |     |       |      |            |
| PR-5-01-2200                               | % Missed Appointment - Verizon - Facilities                     | 3.23  | 0.00  | 527  | 31  |       | 3.27 | 0.99       |
| PR-5-02-2200                               | % Orders Held for Facilities > 15 Days                          | 0.00  | 0.00  | 527  | 31  |       |      |            |
| PR-5-03-2200                               | % Orders Held for Facilities > 60 Days                          | 0.00  | 0.00  | 527  | 31  |       |      |            |
| <b>PR-6 - Installation Quality</b>         |   |       |       |      |     |       |      |            |
| PR-6-01-2200                               | % Installation Troubles reported within 30 Days                 | 3.18  | 0.00  | 1476 | 100 |       | 1.81 | 1.76       |
| PR-6-03-2200                               | % Installation Troubles reported within 30 Days - FOK/TOK/CPE   | 1.63  | 0.00  | 1476 | 100 |       |      |            |
| <b>PR-8 - Open Orders in a Hold Status</b> |   |       |       |      |     |       |      |            |
| PR-8-01-2200                               | % Open Orders in a Hold Status > 30 Days                        | 0.00  | 0.00  | 2020 | 121 |       |      |            |
| PR-8-02-2200                               | % Open Orders in a Hold Status > 90 Days                        | 0.00  | 0.00  | 2020 | 121 |       |      |            |

Legend Notations defined on Legend sheet - last page

**Carrier to Carrier**  
**Performance Standards and Reports**  
**March 2002**  
**Verizon New Jersey**

**CLEC Aggregate Performance**  
**RESALE MAINTENANCE - POTS/SPECIAL SERVICES**

| POTS - Maintenance                                   |  | Actual Performance    |       | Number of Observations |         |                |                    |                |         |
|--|--|-----------------------|-------|------------------------|---------|----------------|--------------------|----------------|---------|
| Metric #   |  | Standard              | VZ    | CLEC Aggregate         | VZ      | CLEC Aggregate | Standard Deviation | Sampling Error | Z-Score |
| <b>MR-2 - Trouble Report Rate</b>                    |  |                       |       |                        |         |                |                    |                |         |
| MR-2-02-2100   | Network Trouble Report Rate – Loop           | Parity with VZ Retail | 1.00  | 1.01                   | 6108379 | 167612         |                    | 0.02           | -0.09   |
| MR-2-03-2100   | Network Trouble Report Rate – Central Office | Parity with VZ Retail | 0.10  | 0.08                   | 6108379 | 167612         |                    | 0.01           | 2.95    |
| MR-2-04-2100   | % Subsequent Reports                         | No Standard           | 5.91  | 8.16                   | 72038   | 1986           |                    |                |         |
| MR-2-05-2100   | % CPE/TOK/FOK Trouble Report Rate            | No Standard           | 0.77  | 0.59                   | 6108379 | 167612         |                    |                |         |
| <b>MR-3 - Missed Repair Appointments</b>             |  |                       |       |                        |         |                |                    |                |         |
| MR-3-01-2100   | % Missed Repair Appointment – Loop           | Parity with VZ Retail | 19.87 | 13.51                  | 61382   | 1688           |                    | 0.98           | 6.46    |
| MR-3-02-2100   | % Missed Repair Appointment – Central Office | Parity with VZ Retail | 6.71  | 8.09                   | 6397    | 136            |                    | 2.17           | -0.64   |
| MR-3-03-2100   | % Missed Repair Appointment — CPE /TOK/FOK   | No Standard           | 9.03  | 8.47                   | 47309   | 992            |                    |                |         |
| <b>MR-4 - Trouble Duration Intervals</b>             |  |                       |       |                        |         |                |                    |                |         |
| MR-4-01-2100   | Mean Time To Repair – Total                  | Parity with VZ Retail | 22.69 | 19.58                  | 67779   | 1824           |                    | 0.55           | 5.66    |
| MR-4-02-2100   | Mean Time to Repair - Loop Trouble           | Parity with VZ Retail | 24.28 | 20.32                  | 61382   | 1688           |                    | 0.58           | 6.85    |
| MR-4-03-2100   | Mean Time To Repair – Central Office Trouble | Parity with VZ Retail | 7.50  | 10.39                  | 6397    | 136            |                    | 1.17           | -2.47   |
| MR-4-04-2100   | % Cleared (all troubles) within 24 Hours     | Parity with VZ Retail | 68.13 | 76.97                  | 67779   | 1824           |                    | 1.11           | 8.00    |
| MR-4-06-2100   | % Out of Service > 4 hours                   | Parity with VZ Retail | 83.50 | 81.79                  | 46218   | 1494           |                    | 0.98           | 1.75    |
| MR-4-07-2100   | % Out of Service > 12 hours                  | Parity with VZ Retail | 68.31 | 68.34                  | 46218   | 1494           |                    | 1.22           | -0.02   |
| MR-4-08-2100   | % Out of Service > 24 Hours                  | Parity with VZ Retail | 29.05 | 22.82                  | 46218   | 1494           |                    | 1.19           | 5.22    |
| <b>MR-5 - Repeat Trouble Reports</b>                 |  |                       |       |                        |         |                |                    |                |         |
| MR-5-01-2100   | % Repeat Reports within 30 Days              | Parity with VZ Retail | 17.91 | 18.64                  | 67779   | 1824           |                    | 0.91           | -0.80   |
| <b>Complex Services - 2 Wire Digital Services</b>    |  |                       |       |                        |         |                |                    |                |         |
| <b>MR-2 - Trouble Report Rate</b>                    |  |                       |       |                        |         |                |                    |                |         |
| MR-2-02-2341   | Network Trouble Report Rate – Loop           | Parity with VZ Retail | 0.52  | 0.18                   | 74957   | 4471           |                    | 0.11           | 3.08    |
| MR-2-03-2341   | Network Trouble Report Rate – Central Office | Parity with VZ Retail | 0.15  | 0.04                   | 74957   | 4471           |                    | 0.06           | 1.78    |
| MR-2-04-2341   | % Subsequent Reports                         | No Standard           | 14.75 | 16.67                  | 590     | 12             |                    |                |         |
| MR-2-05-2341   | % CPE/TOK/FOK Trouble Report Rate            | No Standard           | 0.86  | 0.38                   | 74957   | 4471           |                    |                |         |
| <b>MR-3 - Missed Repair Appointments</b>             |  |                       |       |                        |         |                |                    |                |         |
| MR-3-01-2341   | % Missed Repair Appointment – Loop           | Parity with VZ Retail | 39.74 | 50.00                  | 390     | 8              |                    | 17.48          |         |
| MR-3-02-2341   | % Missed Repair Appointment – Central Office | Parity with VZ Retail | 31.86 | 50.00                  | 113     | 2              |                    | 33.24          |         |
| MR-3-03-2341   | % Missed Repair Appointment — CPE /TOK/FOK   | No Standard           | 29.26 | 17.65                  | 646     | 17             |                    |                |         |
| <b>MR-4 - Trouble Duration Intervals</b>             |  |                       |       |                        |         |                |                    |                |         |
| MR-4-01-2341   | Mean Time To Repair – Total                  | Parity with VZ Retail | 21.72 | 15.07                  | 503     | 10             |                    | 7.91           | 0.84    |
| MR-4-02-2341   | Mean Time to Repair - Loop Trouble           | Parity with VZ Retail | 24.15 | 4.38                   | 390     | 8              |                    | 25.81          | 9.22    |
| MR-4-03-2341   | Mean Time To Repair – Central Office Trouble | Parity with VZ Retail | 13.32 | 57.83                  | 113     | 2              |                    | 18.53          | 13.21   |
| MR-4-04-2341   | % Cleared (all troubles) within 24 Hours     | Parity with VZ Retail | 69.58 | 90.00                  | 503     | 10             |                    | 14.69          | 1.39    |
| MR-4-07-2341   | % Out of Service > 12 hours                  | Parity with VZ Retail | 52.69 | 0.00                   | 279     | 6              |                    | 20.60          |         |
| MR-4-08-2341   | % Out of Service > 24 Hours                  | Parity with VZ Retail | 27.96 | 0.00                   | 279     | 6              |                    | 18.52          |         |
| <b>MR-5 - Repeat Trouble Reports</b>                 |  |                       |       |                        |         |                |                    |                |         |
| MR-5-01-2341   | % Repeat Reports within 30 Days              | Parity with VZ Retail | 17.10 | 0.00                   | 503     | 10             |                    | 12.02          | 1.42    |
| <b>Complex Services - 2 Wire xDSL Services</b>       |  |                       |       |                        |         |                |                    |                |         |
| <b>MR-2 - Trouble Report Rate</b>                    |  |                       |       |                        |         |                |                    |                |         |
| MR-2-02-2342   | Network Trouble Report Rate – Loop           | Parity with VZ Retail | 1.72  | 0.85                   | 150071  | 351            |                    | 0.70           | 1.25    |
| MR-2-03-2342   | Network Trouble Report Rate – Central Office | Parity with VZ Retail | 0.26  | 0.00                   | 150071  | 351            |                    | 0.27           | 0.95    |
| MR-2-04-2342   | % Subsequent Reports                         | No Standard           | 8.07  | 25.00                  | 3236    | 4              |                    |                |         |
| MR-2-05-2342   | % CPE/TOK/FOK Trouble Report Rate            | No Standard           | 1.61  | 0.85                   | 150071  | 351            |                    |                |         |
| <b>MR-3 - Missed Repair Appointments</b>             |  |                       |       |                        |         |                |                    |                |         |
| MR-3-01-2342   | % Missed Repair Appointment – Loop           | Parity with VZ Retail | 23.15 | 33.33                  | 2588    | 3              |                    | 24.37          |         |
| MR-3-02-2342   | % Missed Repair Appointment – Central Office | Parity with VZ Retail | 14.21 | NA                     | 387     |                |                    |                |         |
| MR-3-03-2342   | % Missed Repair Appointment — CPE /TOK/FOK   | No Standard           | 12.54 | 33.33                  | 2416    | 3              |                    |                |         |
| <b>MR-4 - Trouble Duration Intervals</b>             |  |                       |       |                        |         |                |                    |                |         |
| MR-4-02-2342   | Mean Time to Repair - Loop Trouble           | Parity with VZ Retail | 27.96 | 26.29                  | 2588    | 3              |                    | 13.55          |         |
| MR-4-03-2342   | Mean Time To Repair – Central Office Trouble | Parity with VZ Retail | 13.18 | NA                     | 387     |                |                    | 18.78          |         |
| MR-4-04-2342   | % Cleared (all troubles) within 24 Hours     | Parity with VZ Retail | 62.15 | 66.67                  | 2975    | 3              |                    | 28.02          |         |
| MR-4-07-2342   | % Out of Service > 12 hours                  | Parity with VZ Retail | 77.67 | 66.67                  | 2199    | 3              |                    | 24.06          |         |
| MR-4-08-2342   | % Out of Service > 24 Hours                  | Parity with VZ Retail | 35.11 | 33.33                  | 2199    | 3              |                    | 27.58          |         |
| <b>MR-5 - Repeat Trouble Reports</b>                 |  |                       |       |                        |         |                |                    |                |         |
| MR-5-01-2342   | % Repeat Reports within 30 Days              | Parity with VZ Retail | 21.08 | 33.33                  | 2975    | 3              |                    | 23.56          |         |
| <b>Special Services - Maintenance</b>                |  |                       |       |                        |         |                |                    |                |         |
| <b>MR-2 - Trouble Report Rate</b>                    |  |                       |       |                        |         |                |                    |                |         |
| MR-2-01-2200   | Network Trouble Report Rate – Total          | Parity with VZ Retail | 0.17  | 0.08                   | 365661  | 2648           |                    | 0.08           | 1.18    |
| MR-2-05-2200   | % CPE/TOK/FOK Trouble Report Rate            | No Standard           | 0.25  | 0.42                   | 365661  | 2648           |                    |                |         |
| <b>MR-4 - Trouble Duration Intervals</b>             |  |                       |       |                        |         |                |                    |                |         |
| MR-4-01-2200   | Mean Time To Repair – Total                  | Parity with VZ Retail | 5.36  | 2.96                   | 624     | 2              |                    | 15.95          |         |
| MR-4-02-2200   | Mean Time to Repair - Loop Trouble           | Parity with VZ Retail | 7.03  | 3.92                   | 334     | 1              |                    | 6.10           | 25.60   |
| MR-4-04-2200   | % Cleared (all troubles) within 24 Hours     | Parity with VZ Retail | 97.92 | 100.00                 | 624     | 2              |                    | 10.11          |         |
| MR-4-06-2200   | % Out of Service > 4 hours                   | Parity with VZ Retail | 48.08 | 0.00                   | 624     | 2              |                    | 35.39          |         |
| MR-4-07-2200   | % Out of Service > 12 hours                  | Parity with VZ Retail | 7.85  | 0.00                   | 624     | 2              |                    | 19.05          |         |
| MR-4-08-2200   | % Out of Service > 24 Hours                  | Parity with VZ Retail | 2.08  | 0.00                   | 624     | 2              |                    | 10.11          |         |
| <b>MR-5 - Repeat Trouble Reports</b>                 |  |                       |       |                        |         |                |                    |                |         |
| MR-5-01-2200   | % Repeat Reports within 30 Days              | Parity with VZ Retail | 18.27 | 0.00                   | 624     | 2              |                    | 27.37          |         |
| Legend Notations defined on Legend sheet - last page |  |                       |       |                        |         |                |                    |                |         |



**Carrier to Carrier**  
**Performance Standards and Reports**  
**March 2002**  
**Verizon New Jersey**

**CLEC Aggregate Performance**  
**UNE ORDERING - POTS / SPECIAL SERVICES**

**POTS Loop/Pre-Qualified Complex/LNP (combined data)**

| Metric #   |  | Standard            | Performance | Observations | Difference |
|--|--|---------------------|-------------|--------------|------------|
| <b>OR-1 - Order Confirmation Timeliness</b>                            |  |                     |             |              |            |
| OR-1-01-3331   | Av. Local Service Request Confirmation Time - LSRC - Flow-Through          | No Standard         | 0.16        |              |            |
| OR-1-02-3331   | % On Time LSRC - Flow-Through  | 95% within 2 hours  | 99.61       | 1780         | 4.61       |
| OR-1-03-3331   | Average LSRC Time < 6 Lines - Electronic - No Flow-Through                 | No Standard         | 21.40       |              |            |
| OR-1-04-3331   | % On Time LSRC < 6 Lines - Electronic - No Flow-Through                    | 95% within 24 hours | 98.23       | 1073         | 3.23       |
| OR-1-05-3331   | Average LSRC Time >= 6 Lines - Electronic - No Flow-Through                | No Standard         | 17.50       |              |            |
| OR-1-06-3331   | % On Time LSRC >=6 Lines - Electronic - No Flow-Through                    | 95% within 72 hours | 99.21       | 504          | 4.21       |
| OR-1-07-3331   | Average LSRC Time < 6 Lines - Fax  | No Standard         | NA          |              |            |
| OR-1-08-3331   | % On Time LSRC < 6 Lines - Fax   | 95% within 48 hours | NA          |              |            |
| OR-1-09-3331   | Average LSRC Time >= 6 Lines - Fax   | No Standard         | NA          |              |            |
| OR-1-10-3331   | % On Time LSRC >= 6 Lines - Fax  | 95% within 96 hours | NA          |              |            |
| <b>OR-2 - Reject Timeliness</b>  |  |                     |             |              |            |
| OR-2-01-3331   | Average Local Service Request -LSR Reject - Time - Flow-Through            | No Standard         | 0.02        |              |            |
| OR-2-02-3331   | % On Time LSR Reject - Flow-Through  | 95% within 2 hours  | 99.75       | 796          | 4.75       |
| OR-2-03-3331   | Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through           | No Standard         | 12.36       |              |            |
| OR-2-04-3331   | % On Time LSR Reject < 6 Lines - Electronic - No Flow-Through              | 95% within 24 hours | 98.82       | 425          | 3.82       |
| OR-2-05-3331   | Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through          | No Standard         | 17.98       |              |            |
| OR-2-06-3331   | % On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through             | 95% within 72 hours | 99.54       | 217          | 4.54       |
| OR-2-07-3331   | Average LSR Reject Time < 6 Lines - Fax                                    | No Standard         | NA          |              |            |
| OR-2-08-3331   | % On Time LSR Reject < 6 Lines - Fax                                       | 95% within 48 hours | NA          |              |            |
| OR-2-09-3331   | Average LSR Reject Time >=6 Lines - Fax                                    | No Standard         | NA          |              |            |
| OR-2-10-3331   | % On Time LSR Reject >=6 Lines - Fax                                       | 95% within 96 hours | NA          |              |            |
| <b>OR-7 - % Order Confirmation/Rejects Sent Within 3 Business Days</b> |  |                     |             |              |            |
| OR-7-01-3100   | % Order Confirmation/Rejects Sent Within 3 Business Days - POTS - Platform | 95%                 | 99.61       | 761          | 4.61       |
| OR-7-01-3112   | % Order Confirmation/Rejects Sent Within 3 Business Days - Loop            | 95%                 | 99.69       | 1630         | 4.69       |

**POTS Platform**

|   |   |        |      |      |
|---|---|--------|------|------|
| <b>OR-1 - Order Confirmation Timeliness</b> |   |        |      |      |
| OR-1-01-3140                                | Av. Local Service Request Confirmation Time -LSRC -Flow-Through   | 0.04   |      |      |
| OR-1-02-3140                                | % On Time LSRC - Flow-Through                                     | 99.80  | 2031 | 4.80 |
| OR-1-03-3140                                | Average LSRC Time < 6 Lines - Electronic - No Flow-Through        | 15.01  |      |      |
| OR-1-04-3140                                | % On Time LSRC < 6 Lines - Electronic - No Flow-Through           | 98.14  | 1235 | 3.14 |
| OR-1-05-3140                                | Average LSRC Time >= 6 Lines - Electronic - No Flow-Through       | 15.68  |      |      |
| OR-1-06-3140                                | % On Time LSRC >=6 Lines - Electronic - No Flow-Through           | 99.66  | 290  | 4.66 |
| OR-1-07-3140                                | Average LSRC Time < 6 Lines - Fax                                 | NA     |      |      |
| OR-1-08-3140                                | % On Time LSRC < 6 Lines - Fax                                    | NA     |      |      |
| OR-1-09-3140                                | Average LSRC Time >= 6 Lines - Fax                                | NA     |      |      |
| OR-1-10-3140                                | % On Time LSRC >= 6 Lines - Fax                                   | NA     |      |      |
| <b>OR-2 - Reject Timeliness</b>             |   |        |      |      |
| OR-2-01-3140                                | Average Local Service Request -LSR Reject - Time -Flow-Through    | 0.06   |      |      |
| OR-2-02-3140                                | % On Time LSR Reject - Flow-Through                               | 99.16  | 597  | 4.16 |
| OR-2-03-3140                                | Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through  | 12.44  |      |      |
| OR-2-04-3140                                | % On Time LSR Reject < 6 Lines - Electronic - No Flow-Through     | 99.26  | 943  | 4.26 |
| OR-2-05-3140                                | Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through | 13.48  |      |      |
| OR-2-06-3140                                | % On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through    | 100.00 | 170  | 5.00 |
| OR-2-07-3140                                | Average LSR Reject Time < 6 Lines - Fax                           | NA     |      |      |
| OR-2-08-3140                                | % On Time LSR Reject < 6 Lines - Fax                              | NA     |      |      |
| OR-2-09-3140                                | Average LSR Reject Time >= 6 Lines - Fax                          | NA     |      |      |
| OR-2-10-3140                                | % On Time LSR Reject >=6 Lines - Fax                              | NA     |      |      |

**Complex Services - 2 Wire Digital Services**

|  |   |        |     |      |
|--|---|--------|-----|------|
| <b>OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification</b> |   |        |     |      |
| OR-1-03-3341   | Average LSRC Time < 6 Lines - Electronic - No Flow-Through        | 13.46  |     |      |
| OR-1-04-3341   | % On Time LSRC < 6 Lines - Electronic - No Flow-Through           | 98.82  | 169 | 3.82 |
| OR-1-05-3341   | Average LSRC Time >= 6 Lines - Electronic - No Flow-Through       | NA     |     |      |
| OR-1-06-3341   | % On Time LSRC >=6 Lines - Electronic - No Flow-Through           | NA     |     |      |
| OR-1-07-3341   | Average LSRC Time < 6 Lines - Fax                                 | NA     |     |      |
| OR-1-08-3341   | % On Time LSRC < 6 Lines - Fax                                    | NA     |     |      |
| OR-1-09-3341   | Average LSRC Time >= 6 Lines - Fax                                | NA     |     |      |
| OR-1-10-3341   | % On Time LSRC >= 6 Lines - Fax                                   | NA     |     |      |
| <b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>             |   |        |     |      |
| OR-2-03-3341   | Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through  | 14.19  |     |      |
| OR-2-04-3341   | % On Time LSR Reject < 6 Lines - Electronic - No Flow-Through     | 100.00 | 39  | 5.00 |
| OR-2-05-3341   | Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through | NA     |     |      |
| OR-2-06-3341   | % On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through    | NA     |     |      |
| OR-2-07-3341   | Average LSR Reject Time < 6 Lines - Fax                           | NA     |     |      |
| OR-2-08-3341   | % On Time LSR Reject < 6 Lines - Fax                              | NA     |     |      |
| OR-2-09-3341   | Average LSR Reject Time >= 6 Lines - Fax                          | NA     |     |      |
| OR-2-10-3341   | % On Time LSR Reject >=6 Lines - Fax                              | NA     |     |      |

**Complex Services - 2 Wire xDSL Services**

|  |  |    |  |  |
|--|--|----|--|--|
| <b>OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification</b> |  |    |  |  |
| OR-1-07-3342   | Average LSRC Time < 6 Lines - Fax        | NA |  |  |
| OR-1-08-3342   | % On Time LSRC < 6 Lines - Fax           | NA |  |  |
| OR-1-09-3342   | Average LSRC Time >= 6 Lines - Fax       | NA |  |  |
| OR-1-10-3342   | % On Time LSRC >= 6 Lines - Fax          | NA |  |  |
| <b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>             |  |    |  |  |
| OR-2-07-3342   | Average LSR Reject Time < 6 Lines - Fax  | NA |  |  |
| OR-2-08-3342   | % On Time LSR Reject < 6 Lines - Fax     | NA |  |  |
| OR-2-09-3342   | Average LSR Reject Time >= 6 Lines - Fax | NA |  |  |
| OR-2-10-3342   | % On Time LSR Reject >=6 Lines - Fax     | NA |  |  |

continued



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**CLEC Aggregate Performance**  
**UNE ORDERING - POTS / SPECIAL SERVICES**

| Complex Services - 2 Wire xDSL Loops                                       |  |   |  | CLEC Aggregate |                |            |                |
|--|--|---|--|----------------|----------------|------------|----------------|
| Metric #   |  | Standard  |  | Performance    | Observations   | Difference |                |
| <b>OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification</b> |  |   |  |                |                |            |                |
| OR-1-03-3342   | Average LSRC Time < 6 Lines - Electronic - No Flow-Through                       | No Standard                                     |  | 15.42          |                |            |                |
| OR-1-04-3342   | % On Time LSRC < 6 Lines - Electronic - No Flow-Through                          | 95% within 72 hours                             |  | 97.67          | 129            | 2.67       |                |
| OR-1-05-3342   | Average LSRC Time >= 6 Lines - Electronic - No Flow-Through                      | No Standard                                     |  | NA             |                |            |                |
| OR-1-06-3342   | % On Time LSRC >= 6 Lines - Electronic - No Flow-Through                         | 95% within 72 hours                             |  | NA             |                |            |                |
| <b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>             |  |   |  |                |                |            |                |
| OR-2-03-3342   | Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through                 | No Standard                                     |  | 15.81          |                |            |                |
| OR-2-04-3342   | % On Time LSR Reject < 6 Lines - Electronic - No Flow-Through                    | 95% within 72 hours                             |  | 100.00         | 37             | 5.00       |                |
| OR-2-05-3342   | Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through                | No Standard                                     |  | NA             |                |            |                |
| OR-2-06-3342   | % On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through                   | 95% within 72 hours                             |  | NA             |                |            |                |
| <b>Complex Services - 2 Wire xDSL Line Sharing</b>                         |  |   |  |                |                |            |                |
| <b>OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification</b> |  |   |  |                |                |            |                |
| OR-1-03-3343   | Average LSRC Time < 6 Lines - Electronic - No Flow-Through                       | No Standard                                     |  | 10.52          |                |            |                |
| OR-1-04-3343   | % On Time LSR < 6 Lines - Electronic - No Flow-Through                           | 95% within 72 hours                             |  | 100.00         | 26             | 5.00       |                |
| OR-1-05-3343   | Average LSRC Time >= 6 Lines - Electronic - No Flow-Through                      | No Standard                                     |  | NA             |                |            |                |
| OR-1-06-3343   | % On Time LSRC >= 6 Lines - Electronic - No Flow-Through                         | 95% within 72 hours                             |  | NA             |                |            |                |
| <b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>             |  |   |  |                |                |            |                |
| OR-2-03-3343   | Average LSR Reject Time < 6 Lines - Electronic - No Flow-Through                 | No Standard                                     |  | 13.05          |                |            |                |
| OR-2-04-3343   | % On Time LSR Reject < 6 Lines - Electronic - No Flow-Through                    | 95% within 72 hours                             |  | 100.00         | 11             | 5.00       |                |
| OR-2-05-3343   | Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through                | No Standard                                     |  | NA             |                |            |                |
| OR-2-06-3343   | % On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through                   | 95% within 72 hours                             |  | NA             |                |            |                |
| <b>Special Services</b>  |  |   |  |                |                |            |                |
| <b>OR-1 - Order Confirmation Timeliness</b>                                |  |   |  |                |                |            |                |
| OR-1-03-3214   | Average LSRC Time < 6 Lines - Non DS0, DS1 & DS3 - Electronic - No Flow-Through  | No Standard                                     |  | 21.72          |                |            |                |
| OR-1-04-3214   | % On Time LSRC < 6 Lines - Non DS0, DS1 & DS3 - Electronic - No Flow-Through     | 95% within 48 hours                             |  | 100.00         | 1              | 5.00       |                |
| OR-1-05-3214   | Average LSRC Time >= 6 Lines - Non DS0, DS1 & DS3 - Electronic - No Flow-Through | No Standard                                     |  | NA             |                |            |                |
| OR-1-05-3210   | Average LSRC Time >= 6 Lines -DS0 - Electronic - No Flow-Through                 | No Standard                                     |  | NA             |                |            |                |
| OR-1-05-3211   | Average LSRC Time >= 6 Lines -DS1 - Electronic - No Flow-Through                 | No Standard                                     |  | 62.94          |                |            |                |
| OR-1-05-3213   | Average LSRC Time >= 6 Lines -DS3 - Electronic - No Flow-Through                 | No Standard                                     |  | 41.92          |                |            |                |
| OR-1-06-3214   | % On Time LSRC >= 6 Lines - Non DS0, DS1 & DS3 - Electronic - No Flow-Through    | 95% within 72 hours                             |  | NA             |                |            |                |
| OR-1-06-3210   | % On Time LSRC >= 6 Lines -DS0 - Electronic - No Flow-Through                    | 95% within 72 hours                             |  | NA             |                |            |                |
| OR-1-06-3211   | % On Time LSRC >= 6 Lines -DS1 - Electronic - No Flow-Through                    | 95% within 72 hours                             |  | 76.77          | 155            | -18.23     |                |
| OR-1-06-3213   | % On Time LSRC >= 6 Lines -DS3 - Electronic - No Flow-Through                    | 95% within 72 hours                             |  | 89.13          | 46             | -5.87      |                |
| OR-1-07-3214   | Average LSRC Time < 6 Lines - Non DS0, DS1 & DS3 - Fax                           | No Standard                                     |  | NA             |                |            |                |
| OR-1-08-3214   | % On Time LSRC < 6 Lines - Non DS0,DS1, & DS3 - Fax                              | 95% within 72 hours                             |  | NA             |                |            |                |
| OR-1-09-3214   | Average LSRC Time >= 6 Lines - Non DS0,DS1 & DS3 - Fax                           | No Standard                                     |  | NA             |                |            |                |
| OR-1-09-3210   | Average LSRC Time >= 6 Lines -DS0 - Fax  | No Standard                                     |  | NA             |                |            |                |
| OR-1-09-3211   | Average LSRC Time >= 6 Lines -DS1 - Fax  | No Standard                                     |  | NA             |                |            |                |
| OR-1-09-3213   | Average LSRC Time >= 6 Lines -DS3 - Fax  | No Standard                                     |  | NA             |                |            |                |
| OR-1-10-3214   | % On Time LSRC >= 6 Lines - Non DS0, DS1 & DS3 - Fax                             | 95% within 96 hours                             |  | NA             |                |            |                |
| OR-1-10-3210   | % On Time LSRC >= 6 Lines -DS0 - Fax   | 95% within 96 hours                             |  | NA             |                |            |                |
| OR-1-10-3211   | % On Time LSRC >= 6 Lines -DS1 - Fax   | 95% within 96 hours                             |  | NA             |                |            |                |
| OR-1-10-3213   | % On Time LSRC >= 6 Lines -DS3 - Fax   | 95% within 96 hours                             |  | NA             |                |            |                |
| <b>OR-2 - Reject Timeliness</b>  |  |   |  |                |                |            |                |
| OR-2-03-3200   | Average LSR Reject < 6 Lines - Electronic - No Flow-Through                      | No Standard                                     |  | 15.41          |                |            |                |
| OR-2-04-3200   | % On Time LSR Reject < 6 Lines - Electronic - No Flow-Through                    | 95% within 48 hours                             |  | 100.00         | 6              | 5.00       |                |
| OR-2-05-3200   | Average LSR Reject Time >= 6 Lines - Electronic - No Flow-Through                | No Standard                                     |  | 20.02          |                |            |                |
| OR-2-06-3200   | % On Time LSR Reject >= 6 Lines - Electronic - No Flow-Through                   | 95% within 72 hours                             |  | 95.27          | 169            | 0.27       |                |
| OR-2-07-3200   | Average LSR Reject Time < 6 Lines - Fax  | No Standard                                     |  | NA             |                |            |                |
| OR-2-08-3200   | % On Time LSR Reject < 6 Lines - Fax   | 95% within 72 hours                             |  | NA             |                |            |                |
| OR-2-09-3200   | Average LSR Reject Time >= 6 Lines - Fax   | No Standard                                     |  | NA             |                |            |                |
| OR-2-10-3200   | % On Time LSR Reject >= 6 Lines - Fax  | 95% within 96 hours                             |  | NA             |                |            |                |
| <b>POTS / Special Services - Aggregate</b>                                 |  |   |  |                |                |            |                |
| <b>OR-3 - Percent Rejects</b>  |  |   |  |                |                |            |                |
| OR-3-01-3000   | % Rejects  | No Standard                                     |  | 40.21          | 9181           |            |                |
| <b>OR-4 - Timeliness of Completion Notification</b>                        |  |   |  |                |                |            |                |
| OR-4-01-3000   | Completion Notice - Average Response Time  | No Standard                                     |  | VZ             | CLEC           | Difference |                |
| OR-4-02-3000   | Completion Notice - % On Time  | 97% by next business day at noon                |  | 95.10          | 6041           | -1.90      |                |
| OR-4-04-3000   | Work Completion Notice - Avg Response Time                                       | No Standard                                     |  | 0.00           |                |            |                |
| OR-4-05-3000   | Work Completion Notice - % On Time   | 95% by next business day at noon                |  | 100.00         | 5935           | 5.00       |                |
|  |  |   |  | VZ             | CLEC Aggregate | VZ         | CLEC Aggregate |
| OR-4-06-3000   | Avg Duration - Work Completion (SOP) to Bill Comp                                | Parity with VZ Retail                           |  | 32.40          | 33.17          | 623855     | 6352           |
| OR-4-07-3000   | % SOP to Bill Completion >= 5 Business Days                                      | Parity with VZ Retail                           |  | 1.29           | 1.20           | 623855     | 6352           |
| OR-4-08-3000   | % SOP to Bill Completion > 1 Business Day  | No Standard                                     |  | 9.94           | 21.46          | 623855     | 6352           |
|  |  |   |  | VZ             | CLEC           | Difference |                |
| OR-4-09-3000   | % SOP to Bill Completion w/in 3 Business Days                                    | 95% in 3 Bus Days of SOP Cmpltn                 |  | 91.88          | 1576           | -3.12      |                |
| OR-4-10-3000   | % SOP to Provisioning Completion w/in 2 Bus Days                                 | 95% in 2 Bus Days of SOP Cmpltn                 |  | 100.00         | 1874           | 5.00       |                |
| OR-4-11-3000   | % SOP Comp Ord w/out a BCN and PCN w/in 3 Bus Days                               | Not more than 5%                                |  | 0.00           | 1584           | 5.00       |                |
| <b>OR-5 - Percent Flow-Through</b>   |  |   |  |                |                |            |                |
| OR-5-01-3000   | % Flow Through - Total   | No Standard                                     |  | 52.72          | 8006           |            |                |
| OR-5-02-3000   | % Flow Through - Simple  | No Standard                                     |  | 51.16          | 6198           |            |                |
| OR-5-03-3000   | % Flow Through - Achieved  | 95%   |  | 90.50          | 4664           | -4.50      |                |
| <b>OR-6 - Order Accuracy</b>   |  |   |  |                |                |            |                |
| OR-6-01-3000   | % Accuracy - Orders  | 95% of Orders without VZ Errors                 |  | 97.25          | 400            | 2.25       |                |
| OR-6-02-3000   | % Accuracy - Opportunities   | No Standard                                     |  | 99.88          | 9441           |            |                |
| OR-6-03-3000   | % Accuracy - Local Service Request Confirmation                                  | Not more than 5% of LSRs resent due to VZ error |  | 0.00           | 4395           | 5.00       |                |
| <b>OR-8 - Acknowledgement Timeliness</b>                                   |  |   |  |                |                |            |                |
| OR-8-01-3000   | % Acknowledgements on time   | 95% in 2 hours                                  |  | 100.00         | 4011           | 5.00       |                |
| <b>OR-9 - Order Acknowledgement Completeness</b>                           |  |   |  |                |                |            |                |
| OR-9-01-3000   | % Acknowledgement Completeness   | 99%   |  | 100.00         | 4011           | 1.00       |                |
| Legend Notations defined on Legend sheet - last page                       |  |   |  |                |                |            |                |

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**CLEC Aggregate Performance**  
**UNE PROVISIONING - POTS / SPECIAL SERVICES**

| POTS - Provisioning  |   | Actual Performance      |                | Number of Observations |                | Standard Deviation | Sampling Error | Z-Score |           |
|--|---|-------------------------|----------------|------------------------|----------------|--------------------|----------------|---------|-----------|
| Metric #   |   | VZ                      | CLEC Aggregate | VZ                     | CLEC Aggregate |                    |                |         |           |
| PR-1 - Average Interval Offered                                  |   |                         |                |                        |                |                    |                |         |           |
| PR-1-01-3111   | Average Interval Offered - Total No Dispatch - Hot Cut Loop                       | Parity with VZ Retail   | 2.81           | 5.08                   | 15805          | 73                 | 6.81           | 0.80    | -2.84     |
| PR-1-01-3122   | Average Interval Offered - Total No Dispatch - Other (Switch & INP)               | Parity with VZ Retail   | 2.81           | 2.67                   | 15805          | 58                 | 6.81           | 0.90    | 0.16      |
| PR-1-01-3140   | Average Interval Offered - Total No Dispatch - Platform                           | Parity with VZ Retail   | 2.81           | 1.51                   | 15805          | 1456               | 6.81           | 0.19    | 6.97      |
| PR-1-03-3112   | Average Interval Offered - Dispatch (1-5 Lines) - Loop                            | Parity with VZ Retail   | 4.36           | 4.90                   | 6627           | 10                 | 4.01           | 1.27    | -0.74 (P) |
| PR-1-03-3140   | Average Interval Offered - Dispatch (1-5 Lines) - Platform                        | Parity with VZ Retail   | 4.36           | 3.44                   | 6627           | 57                 | 4.01           | 0.53    | 1.72      |
| PR-1-04-3112   | Average Interval Offered - Dispatch (6-9 Lines) - Loop                            | Parity with VZ Retail   | 5.96           | 6.00                   | 307            | 3                  | 5.05           | 2.93    |           |
| PR-1-04-3140   | Average Interval Offered - Dispatch (6-9 Lines) - Platform                        | Parity with VZ Retail   | 5.96           | 1.67                   | 307            | 3                  | 5.05           | 2.93    |           |
| PR-1-05-3112   | Average Interval Offered - Dispatch (>= 10 Lines) - Loop                          | Parity with VZ Retail   | 7.02           | 6.00                   | 111            | 1                  | 6.58           | 6.61    |           |
| PR-1-05-3140   | Average Interval Offered - Dispatch (>= 10 Lines) - Platform                      | Parity with VZ Retail   | 7.02           | 2.33                   | 111            | 3                  | 6.58           | 3.85    |           |
| PR-2 - Average Completed Interval                                |   |                         |                |                        |                |                    |                |         |           |
| PR-2-01-3111   | Average Interval Completed - Total No Dispatch - Hot Cut Loop                     | Parity with VZ Retail   | 2.75           | 5.10                   | 15560          | 59                 | 6.53           | 0.85    | -2.76     |
| PR-2-01-3122   | Average Interval Completed - Total No Dispatch - Other (Switch & INP)             | Parity with VZ Retail   | 2.75           | 2.46                   | 15560          | 56                 | 6.53           | 0.87    | 0.33      |
| PR-2-01-3140   | Average Interval Completed - Total No Dispatch - Platform                         | Parity with VZ Retail   | 2.75           | 1.49                   | 15560          | 1435               | 6.53           | 0.18    | 6.99      |
| PR-2-03-3112   | Average Interval Completed - Dispatch (1-5 Lines) - Loop                          | Parity with VZ Retail   | 4.33           | 5.20                   | 5642           | 5                  | 3.27           | 1.46    |           |
| PR-2-03-3140   | Average Interval Completed - Dispatch (1-5 Lines) - Platform                      | Parity with VZ Retail   | 4.33           | 3.53                   | 5642           | 43                 | 3.27           | 0.50    | 1.60      |
| PR-2-04-3112   | Average Interval Completed - Dispatch (6-9 Lines) - Loop                          | Parity with VZ Retail   | 5.84           | 6.00                   | 239            | 2                  | 4.44           | 3.15    |           |
| PR-2-04-3140   | Average Interval Completed - Dispatch (6-9 Lines) - Platform                      | Parity with VZ Retail   | 5.84           | 1.67                   | 239            | 3                  | 4.44           | 2.58    |           |
| PR-2-05-3112   | Average Interval Completed - Dispatch (>= 10 Lines) - Loop                        | Parity with VZ Retail   | 6.18           | N/A                    | 79             | 1                  | 4.41           | 4.44    |           |
| PR-2-05-3140   | Average Interval Completed - Dispatch (>= 10 Lines) - Platform                    | Parity with VZ Retail   | 6.18           | 2.00                   | 79             | 1                  | 4.41           | 4.44    |           |
| PR-3 - Completed within X Days - Platform & Other (Switch & INP) |   |                         |                |                        |                |                    |                |         |           |
| PR-3-01-3142   | % Completed in 1 Day (1-5 Lines - No Dispatch)                                    | Parity with VZ Retail   | 76.05          | 41.23                  | 113387         | 946                |                | 1.39    | -24.99    |
| PR-3-02-3142   | % Completed in 2 Days (1-5 Lines - No Dispatch)                                   | Parity with VZ Retail   | 84.87          | 93.76                  | 113387         | 946                |                | 1.17    | 7.60      |
| PR-3-03-3142   | % Completed in 3 Days (1-5 Lines - No Dispatch)                                   | Parity with VZ Retail   | 93.70          | 96.41                  | 113387         | 946                |                | 0.79    | 3.42      |
| PR-3-04-3142   | % Completed in 1 Day (1-5 Lines - Dispatch)                                       | Parity with VZ Retail   | 4.99           | 4.65                   | 21938          | 43                 |                | 3.32    | -0.10     |
| PR-3-05-3142   | % Completed in 2 Days (1-5 Lines - Dispatch)                                      | Parity with VZ Retail   | 9.58           | 25.59                  | 21938          | 43                 |                | 4.49    | 3.56      |
| PR-3-06-3142   | % Completed in 3 Days (1-5 Lines - Dispatch)                                      | Parity with VZ Retail   | 52.02          | 53.49                  | 21938          | 43                 |                | 7.63    | 0.19      |
| PR-3-07-3142   | % Completed in 4 Days (1-5 Lines - Total)   | Parity with VZ Retail   | 91.09          | 95.55                  | 135325         | 989                |                | 0.91    | 4.91      |
| PR-3-08-3142   | % Completed in 5 Days (1-5 Lines - No Dispatch)                                   | Parity with VZ Retail   | 97.72          | 97.46                  | 113387         | 946                |                | 0.49    | -0.53     |
| PR-3-09-3142   | % Completed in 5 Days (1-5 Lines - Dispatch)                                      | Parity with VZ Retail   | 88.68          | 97.67                  | 21938          | 43                 |                | 4.84    | 1.86      |
| PR-3-10-3142   | % Completed in 6 Days (1-5 Lines - Total)   | Parity with VZ Retail   | 97.45          | 97.78                  | 135325         | 989                |                | 0.50    | 0.66      |
| PR-4 - Missed Appointments                                       |   |                         |                |                        |                |                    |                |         |           |
| PR-4-02-3100   | Average Delay Days - Total  | Parity with VZ Retail   | 2.48           | 1.91                   | 5650           | 22                 | 9.77           | 2.09    | 0.27      |
| PR-4-03-3100   | % Missed Appointment - Customer   | No Standard             | 3.07           | 3.14                   | 229187         | 3059               |                |         |           |
| PR-4-04-3113   | % Missed Appointment - Verizon - Dispatch - Loop New                              | Parity with VZ Retail   | 11.08          | 1.50                   | 38495          | 133                |                | 2.73    | 3.51      |
| PR-4-04-3140   | % Missed Appointment - Verizon - Dispatch - Platform                              | Parity with VZ Retail   | 11.08          | 8.05                   | 38495          | 174                |                | 2.38    | 1.27      |
| PR-4-05-3123   | % Missed Appointment - Verizon - No Dispatch - Other than Platform & Hot Cut      | Parity with VZ Retail   | 0.73           | 0.00                   | 190692         | 179                |                | 0.64    | 1.15      |
| PR-4-05-3140   | % Missed Appointment - Verizon - No Dispatch - Platform                           | Parity with VZ Retail   | 0.73           | 0.23                   | 190692         | 2571               |                | 0.17    | 2.96      |
| PR-4-07-3540   | % On Time Performance - LNP   | 95% On Time             |                | 95.82                  |                | 263                |                |         | 0.82      |
| PR-4-08-3111   | % MA - Customer - Due to Late Order Conf. - Hot Cut Loop                          | No Standard             |                | 0.95                   |                | 419                |                |         |           |
| PR-4-08-3123   | % MA - Customer - Due to Late Order Conf. - Other than Platform & Hot Cut         | No Standard             |                | 0.00                   |                | 314                |                |         |           |
| PR-4-08-3140   | % MA - Customer - Due to Late Order Conf. - Platform                              | No Standard             |                | 0.04                   |                | 2745               |                |         |           |
| PR-4-10-3113   | % MA - VZ - Std. Interval (W Coded) Orders - Disp. - Loop New                     | Parity with VZ Retail   | 11.40          | 0.00                   | 30730          | 14                 |                | 8.50    | 1.34      |
| PR-4-10-3140   | % MA - VZ - Std. Interval (W Coded) Orders - Disp. - Platform                     | Parity with VZ Retail   | 11.40          | 2.86                   | 30730          | 70                 |                | 3.80    | 2.25      |
| PR-4-11-3123   | % MA - VZ - Std. Interval (W Coded) Orders - No Disp. - Other than Platform & Hot | Parity with VZ Retail   | 0.71           | 0.00                   | 160977         | 68                 |                | 1.02    | 0.70      |
| PR-4-11-3140   | % MA - VZ - Std. Interval (W Coded) Orders - No Disp. - Platform                  | Parity with VZ Retail   | 0.71           | 0.18                   | 160977         | 1711               |                | 0.20    | 2.60      |
| PR-5 - Facility Missed Orders                                    |   |                         |                |                        |                |                    |                |         |           |
| PR-5-01-3112   | % Missed Appointment - Verizon - Facilities - Loop                                | Parity with VZ Retail   | 1.80           | 0.74                   | 38495          | 135                |                | 1.15    | 0.92      |
| PR-5-01-3140   | % Missed Appointment - Verizon - Facilities - Platform                            | Parity with VZ Retail   | 1.80           | 2.87                   | 38495          | 174                |                | 1.01    | -1.06     |
| PR-5-02-3112   | % Orders Held for Facilities > 15 Days - Loop                                     | Parity with VZ Retail   | 0.01           | 0.00                   | 38495          | 135                |                | 0.09    | 0.12      |
| PR-5-02-3140   | % Orders Held for Facilities > 15 Days - Platform                                 | Parity with VZ Retail   | 0.01           | 0.00                   | 38495          | 174                |                | 0.08    | 0.13      |
| PR-5-03-3112   | % Orders Held for Facilities > 60 Days - Loop                                     | Parity with VZ Retail   | 0.00           | 0.00                   | 38495          | 135                |                |         |           |
| PR-5-03-3140   | % Orders Held for Facilities > 60 Days - Platform                                 | Parity with VZ Retail   | 0.00           | 0.00                   | 38495          | 174                |                |         |           |
| PR-6 - Installation Quality                                      |   |                         |                |                        |                |                    |                |         |           |
| PR-6-01-3112   | % Installation Troubles reported within 30 Days - Loop                            | Parity with VZ Retail   | 4.86           | 2.37                   | 224037         | 1902               |                | 0.50    | 5.03      |
| PR-6-01-3140   | % Installation Troubles reported within 30 Days - Platform                        | Parity with VZ Retail   | 4.86           | 1.33                   | 224037         | 7154               |                | 0.26    | 13.67     |
| PR-6-02-3112   | % Installation Troubles reported within 7 Days - Loop                             | Parity with VZ Retail   | 3.23           | 1.31                   | 224037         | 1902               |                | 0.41    | 4.71      |
| PR-6-02-3140   | % Installation Troubles reported within 7 Days - Platform                         | Parity with VZ Retail   | 3.23           | 0.62                   | 224037         | 7154               |                | 0.21    | 12.32     |
| PR-6-03-3112   | % Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop              | No Standard             | 3.35           | 2.42                   | 224037         | 1902               |                |         |           |
| PR-6-03-3121   | % Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other             | No Standard             | 3.35           | 70.09                  | 224037         | 107                |                |         |           |
| PR-8 - Open Orders in a Hold Status                              |   |                         |                |                        |                |                    |                |         |           |
| PR-8-01-3100   | % Open Orders in a Hold Status > 30 Days  | Parity with VZ Retail   | 0.00           | 0.00                   | 229187         | 3059               |                |         |           |
| PR-8-02-3100   | % Open Orders in a Hold Status > 90 Days  | Parity with VZ Retail   | 0.00           | 0.00                   | 229187         | 3059               |                |         |           |
| PR-9 - Hot Cut Loops   |   |                         |                |                        |                |                    |                |         |           |
| PR-9-01-3114   | % On Time Performance - Hot Cut   | 95% win cut over window |                | 97.64                  |                | 381                |                |         | 2.64      |
| PR-9-08-3520   | Average Duration of Service Interruption  | No Standard             |                | 8.01                   |                | 7                  |                |         |           |
| PR-9-09-3520   | % Supplemented or Cancelled Orders at VZ Request                                  | No Standard             |                | 0.00                   |                | 381                |                |         |           |
| Complex Services - 2 Wire Digital Services                       |   |                         |                |                        |                |                    |                |         |           |
| PR-1 - Average Interval Offered                                  |   |                         |                |                        |                |                    |                |         |           |
| PR-1-01-3341   | Average Interval Offered - Total No Dispatch                                      | Parity with VZ Retail   | 6.00           | 6.00                   | 30             | 1                  | 0.00           |         |           |
| PR-1-02-3341   | Average Interval Offered - Total Dispatch   | Parity with VZ Retail   | 5.99           | 11.50                  | 171            | 4                  | 0.08           | 0.04    |           |
| PR-2 - Average Completed Interval                                |   |                         |                |                        |                |                    |                |         |           |
| PR-2-01-3341   | Average Interval Completed - Total No Dispatch                                    | Parity with VZ Retail   | 6.20           | 0.00                   | 30             | 1                  | 1.10           | 1.12    |           |
| PR-2-02-3341   | Average Interval Completed - Total Dispatch                                       | Parity with VZ Retail   | 6.18           | 16.50                  | 155            | 2                  | 1.05           | 0.75    |           |
| PR-3 - Completed within X Days                                   |   |                         |                |                        |                |                    |                |         |           |
| PR-3-10-3341   | % Completed w/in 6 Days (1-5 lines) Total   | Parity with VZ Retail   | 100.00         | 66.67                  | 11             | 3                  |                |         |           |
| PR-4 - Missed Appointments                                       |   |                         |                |                        |                |                    |                |         |           |
| PR-4-02-3341   | Average Delay Days - Total  | Parity with VZ Retail   | 2.53           | 1.50                   | 87             | 2                  | 2.90           | 2.07    |           |
| PR-4-03-3341   | % MA - Customer   | No Standard             | 6.64           | 14.77                  | 1239           | 88                 |                |         |           |
| PR-4-04-3341   | % MA - VZ - Dispatch  | Parity with VZ Retail   | 7.36           | 0.00                   | 829            | 86                 |                | 2.96    | 2.49      |
| PR-4-05-3341   | % MA - VZ - No Dispatch   | Parity with VZ Retail   | 1.80           | N/A                    | 369            |                    |                |         |           |
| PR-4-08-3341   | % MA - Customer - Due to Late Order Confirmation                                  | No Standard             |                | 0.00                   |                | 88                 |                |         |           |
| PR-4-10-3341   | % MA - VZ - Std. Interval (W Coded) Orders - Dispatch                             | Parity with VZ Retail   | 10.52          | 1.82                   | 751            | 55                 |                | 4.29    | 2.03      |
| PR-4-11-3341   | % MA - VZ - Std. Interval (W Coded) Orders - No Dispatch                          | Parity with VZ Retail   | 2.02           | N/A                    | 346            |                    |                |         |           |
| PR-5 - Facility Missed Orders                                    |   |                         |                |                        |                |                    |                |         |           |
| PR-5-01-3341   | % Missed Appointment - Verizon - Facilities                                       | Parity with VZ Retail   | 2.24           | 2.44                   | 850            | 82                 |                | 1.71    | -0.12     |
| PR-5-02-3341   | % Orders Held for Facilities > 15 Days  | Parity with VZ Retail   | 0.00           | 0.00                   | 850            | 82                 |                |         |           |
| PR-5-03-3341   | % Orders Held for Facilities > 60 Days  | Parity with VZ Retail   | 0.00           | 0.00                   | 850            | 82                 |                |         |           |
| PR-6 - Installation Quality                                      |   |                         |                |                        |                |                    |                |         |           |
| PR-6-01-3341   | % Installation Troubles reported within 30 Days                                   | Parity with VZ Retail   | 5.22           | 5.68                   | 843            | 88                 |                | 2.49    | -0.19     |
| PR-6-03-3341   | % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE                             | No Standard             | 6.29           | 0.00                   | 843            | 88                 |                |         |           |
| PR-8 - Open Orders in a Hold Status                              |   |                         |                |                        |                |                    |                |         |           |
| PR-8-01-3341   | % Open Orders in a Hold Status > 30 Days  | Parity with VZ Retail   | 0.00           | 0.00                   | 1239           | 88                 |                |         |           |
| PR-8-02-3341   | % Open Orders in a Hold Status > 90 Days  | Parity with VZ Retail   | 0.00           | 0.00                   | 1239           | 88                 |                |         |           |

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**CLEC Aggregate Performance**  
**UNE PROVISIONING - POTS / SPECIAL SERVICES**

**Complex Services - 2 Wire xDSL Services**

| Metric #     | Standard  | Actual Performance |                | Number of Observations |                | Standard Deviation | Sampling Error | Z-Score |
|--------------|---|--------------------|----------------|------------------------|----------------|--------------------|----------------|---------|
|              |   | VZ                 | CLEC Aggregate | VZ                     | CLEC Aggregate |                    |                |         |
| PR-4-10-3342 | <b>PR-4 - Missed Appointments</b>                       |                    |                |                        |                |                    |                |         |
| PR-4-11-3342 | % MA - VZ - Std. Interval (W Code) Orders - Dispatch    | 7.36               | 0.33           | 2160                   | 303            |                    | 1.60           | 4.39    |
|              | % MA - VZ - Std. Interval (W Code) Orders - No Dispatch | 0.07               | 0.00           | 15250                  | 173            |                    | 0.20           | 0.35    |

**Complex Services - 2 Wire xDSL Loops**

|              |  |             |        |       |     |      |      |        |
|--------------|--|-------------|--------|-------|-----|------|------|--------|
| PR-1-01-3342 | <b>PR-1 - Average Interval Offered</b>         |             |        |       |     |      |      |        |
|              | Average Interval Offered - Total No Dispatch   | 3.22        | 6.00   | 15250 | 5   | 1.15 | 0.51 |        |
| PR-1-02-3342 | Average Interval Offered - Total Dispatch      | 3.41        | 6.00   | 2159  | 196 | 1.06 | 0.08 | -32.75 |
| PR-2-01-3342 | <b>PR-2 - Average Completed Interval</b>       |             |        |       |     |      |      |        |
|              | Average Interval Completed - Total No Dispatch | 3.21        | 5.40   | 15203 | 5   | 0.65 | 0.29 |        |
| PR-2-02-3342 | Average Interval Completed - Total Dispatch    | 3.50        | 5.65   | 2067  | 175 | 1.43 | 0.11 | -19.10 |
| PR-3-10-3342 | <b>PR-3 - Completed within X Days</b>          |             |        |       |     |      |      |        |
|              | % Completed w/in 6 Days (1-5 lines) Total      | 95% on Time | 100.00 | 179   |     |      | 5.00 |        |

**PR-4 - Missed Appointments**

|              |  |      |       |       |     |      |      |      |
|--------------|--|------|-------|-------|-----|------|------|------|
| PR-4-02-3342 | Average Delay Days - Total                       | 7.60 | 2.00  | 40    | 2   | 8.76 | 6.35 |      |
| PR-4-03-3342 | % MA - Customer                                  | 0.52 | 13.30 | 25806 | 436 |      |      |      |
| PR-4-04-3342 | % MA - VZ - Dispatch                             | 5.41 | 0.24  | 2218  | 419 |      | 1.21 | 4.76 |
| PR-4-08-3342 | % MA - Customer - Due to Late Order Confirmation |      | 0.00  |       | 436 |      |      |      |
| PR-4-14-3342 | % Completed On Time                              |      | 97.88 |       | 424 |      |      | 2.88 |

**PR-5 - Facility Missed Orders**

|              |   |      |      |      |     |  |      |      |
|--------------|---|------|------|------|-----|--|------|------|
| PR-5-01-3342 | % Missed Appointment - Verizon - Facilities | 2.07 | 0.24 | 2269 | 421 |  | 0.76 | 2.42 |
| PR-5-02-3342 | % Orders Held for Facilities > 15 Days      | 0.00 | 0.00 | 2269 | 421 |  |      |      |
| PR-5-03-3342 | % Orders Held for Facilities > 60 Days      | 0.00 | 0.00 | 2269 | 421 |  |      |      |

**PR-6 - Installation Quality**

|              |   |      |      |       |     |  |      |      |
|--------------|---|------|------|-------|-----|--|------|------|
| PR-6-01-3342 | % Installation Troubles reported within 30 Days       | 9.20 | 5.05 | 53231 | 436 |  | 1.39 | 2.99 |
| PR-6-03-3342 | % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE | 2.66 | 7.34 | 26537 | 436 |  |      |      |

**PR-8 - Open Orders in a Hold Status**

|              |  |      |      |     |     |  |  |  |
|--------------|--|------|------|-----|-----|--|--|--|
| PR-8-01-3342 | % Open Orders in a Hold Status > 30 Days | 0.00 | 0.00 | 535 | 436 |  |  |  |
| PR-8-02-3342 | % Open Orders in a Hold Status > 90 Days | 0.00 | 0.00 | 535 | 436 |  |  |  |

**Complex Services - 2 Wire xDSL Line Sharing**

|              |   |       |       |       |     |      |      |       |
|--------------|---|-------|-------|-------|-----|------|------|-------|
| PR-1-01-3343 | <b>PR-1 - Average Interval Offered</b>          |       |       |       |     |      |      |       |
|              | Average Interval Offered - Total No Dispatch    | 3.22  | 3.47  | 15250 | 134 | 1.15 | 0.10 | -2.51 |
| PR-1-02-3343 | Average Interval Offered - Total Dispatch       | 3.41  | 3.03  | 2159  | 40  | 1.06 | 0.17 | 2.25  |
| PR-2-01-3343 | <b>PR-2 - Average Completed Interval</b>        |       |       |       |     |      |      |       |
|              | Average Interval Completed - Total No Dispatch  | 3.21  | 3.48  | 15203 | 131 | 0.65 | 0.06 | -4.73 |
| PR-2-02-3343 | Average Interval Completed - Total Dispatch     | 3.50  | 3.11  | 2067  | 38  | 1.43 | 0.23 | 1.67  |
| PR-3-03-3343 | <b>PR-3 - Completed within X Days</b>           |       |       |       |     |      |      |       |
|              | % Completed w/in 3 Days (1-5 lines) No Dispatch | 85.41 | 98.47 | 15142 | 131 |      | 3.10 | 4.22  |
| PR-3-10-3343 | % Completed w/in 6 Days (1-5 lines) Total       | 99.15 | 98.82 | 17147 | 169 |      | 0.71 | -0.47 |

**PR-4 - Missed Appointments**

|              |  |      |      |       |     |      |      |      |
|--------------|--|------|------|-------|-----|------|------|------|
| PR-4-02-3343 | Average Delay Days - Total                       | 1.76 | NA   | 182   |     | 3.22 |      |      |
| PR-4-03-3343 | % MA - Customer                                  | 0.52 | 3.30 | 25806 | 212 |      |      |      |
| PR-4-04-3343 | % MA - VZ - Dispatch                             | 5.41 | 0.00 | 2218  | 44  |      | 3.44 | 1.57 |
| PR-4-05-3343 | % MA - VZ - No Dispatch                          | 0.06 | 0.00 | 23537 | 168 |      | 0.19 | 0.32 |
| PR-4-08-3343 | % MA - Customer - Due to Late Order Confirmation |      | 0.00 |       | 212 |      |      |      |

**PR-5 - Facility Missed Orders**

|              |   |      |      |      |    |  |      |      |
|--------------|---|------|------|------|----|--|------|------|
| PR-5-01-3343 | % Missed Appointment - Verizon - Facilities | 2.07 | 0.00 | 2269 | 44 |  | 2.17 | 0.96 |
| PR-5-02-3343 | % Orders Held for Facilities > 15 Days      | 0.00 | 0.00 | 2269 | 44 |  |      |      |
| PR-5-03-3343 | % Orders Held for Facilities > 60 Days      | 0.00 | 0.00 | 2269 | 44 |  |      |      |

**PR-6 - Installation Quality**

|              |   |      |      |       |     |  |      |      |
|--------------|---|------|------|-------|-----|--|------|------|
| PR-6-01-3343 | % Installation Troubles reported within 30 Days       | 3.16 | 0.47 | 26537 | 212 |  | 1.21 | 2.23 |
| PR-6-03-3343 | % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE | 2.66 | 6.13 | 26537 | 212 |  |      |      |

**PR-8 - Open Orders in a Hold Status**

|              |  |      |      |       |     |  |  |  |
|--------------|--|------|------|-------|-----|--|--|--|
| PR-8-01-3343 | % Open Orders in a Hold Status > 30 Days | 0.00 | 0.00 | 25806 | 212 |  |  |  |
| PR-8-02-3343 | % Open Orders in a Hold Status > 90 Days | 0.00 | 0.00 | 25806 | 212 |  |  |  |

**POTS & Complex Aggregate**

|              |  |      |      |       |      |      |      |       |
|--------------|--|------|------|-------|------|------|------|-------|
| PR-1-12-3133 | <b>PR-1 - Average Interval Offered</b>   |      |      |       |      |      |      |       |
|              | Average Interval Offered - Disconnects   | 4.07 | 4.03 | 59225 | 1490 | 8.89 | 0.23 | 0.17  |
| PR-2-18-3133 | <b>PR-2 - Average Completed Interval</b> |      |      |       |      |      |      |       |
|              | Average Interval Completed - Disconnects | 3.53 | 3.99 | 62282 | 1429 | 8.20 | 0.22 | -2.10 |

continued

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UNE PROVISIONING - POTS / SPECIAL SERVICES

| Special Services - Provisioning                      |  | Actual Performance                |       | Number of Observations |      |                |                    |                |           |
|--|--|-----------------------------------|-------|------------------------|------|----------------|--------------------|----------------|-----------|
| Metric #   |  | Standard                          | VZ    | CLEC Aggregate         | VZ   | CLEC Aggregate | Standard Deviation | Sampling Error | Z-Score   |
| PR-1 - Average Interval Offered                      | Average Interval Offered - Total No Dispatch                           | Parity with VZ Retail             | 14.51 | NA                     | 1071 |                | 10.36              |                |           |
|  | Average Interval Offered - Total Dispatch                              | Parity with VZ Retail             | 17.25 | 12.91                  | 397  | 32             | 19.57              | 3.60           | 1.21      |
|  | Average Interval Offered - DS0   | Parity with VZ Retail             | 16.58 | 6.00                   | 384  | 7              | 20.16              | 7.69           |           |
|  | Average Interval Offered - DS1   | Parity with VZ Retail             | 15.31 | 13.45                  | 692  | 11             | 9.61               | 2.92           | 0.64      |
|  | Average Interval Offered - DS3   | Parity with VZ Retail             | NA    | NA                     |      |                |                    |                |           |
|  | Average Interval Offered - Total - EEL                                 | Parity with VZ Retail             | 15.31 | 12.55                  | 692  | 20             | 9.61               | 2.18           | 1.27      |
|  | Average Interval Offered - Total - IOF                                 | Parity with VZ Retail             | NA    | 14.00                  |      | 1              |                    |                |           |
|  | Average Interval Offered - Disconnects                                 | Parity with VZ Retail             | 13.77 | 3.43                   | 675  | 7              | 11.99              | 4.56           |           |
| PR-2 - Average Completed Interval                    | Average Interval Completed - Total No Dispatch                         | Parity with VZ Retail             | 14.71 | NA                     | 842  |                | 9.83               |                |           |
|  | Average Interval Completed - Total Dispatch                            | Parity with VZ Retail             | 17.06 | 13.86                  | 268  | 14             | 17.76              | 4.87           | 0.66      |
|  | Average Interval Completed - DS0                                       | Parity with VZ Retail             | 16.33 | 6.00                   | 282  | 7              | 18.38              | 7.03           |           |
|  | Average Interval Completed - DS1                                       | Parity with VZ Retail             | 15.01 | 14.67                  | 530  | 6              | 7.57               | 3.11           |           |
|  | Average Interval Completed - DS3                                       | Parity with VZ Retail             | NA    | NA                     |      |                |                    |                |           |
|  | Average Interval Completed - EEL                                       | See Legend                        |       | 13.14                  |      | 7              |                    |                |           |
|  | Average Interval Completed - IOF                                       | See Legend                        |       | 14.00                  |      | 1              |                    |                |           |
|  | Average Interval Completed - Disconnects                               | Parity with VZ Retail             | 15.11 | 2.75                   | 578  | 4              | 12.41              | 6.23           |           |
| PR-4 - Missed Appointments                           | % Missed Appointment - Verizon - Total - Specials                      | Parity with VZ Retail             | 4.01  | 8.82                   | 2020 | 34             |                    | 3.39           | -1.42     |
|  | % Missed Appointment - Verizon - Total - EEL                           | Parity w/ Retail DS1              | 3.53  | 15.22                  | 964  | 46             |                    | 2.79           | -4.20     |
|  | % Missed Appointment - Verizon - Total - IOF                           | Parity w/ Retail DS3              | NA    | 0.00                   |      | 7              |                    |                |           |
|  | Average Delay Days - Total - Specials                                  | Parity with VZ Retail             | 6.77  | 3.67                   | 81   | 3              | 7.55               |                |           |
|  | Average Delay Days - Total - EEL                                       | Parity w/ Retail DS1              | 6.79  | 2.71                   | 34   | 7              | 6.42               |                |           |
|  | Average Delay Days - Total - IOF                                       | Parity w/ Retail DS3              | NA    | NA                     |      |                |                    |                |           |
|  | % Missed Appointment - Customer - Specials                             | No Standard                       | 21.78 | 36.59                  | 2020 | 41             |                    |                |           |
|  | % Missed Appointment - Customer - EEL                                  | No Standard                       | 24.79 | 58.70                  | 964  | 46             |                    |                |           |
| PR-5 - % Missed Appointment - Verizon - Facilities   | % MA - Customer - Due to Late Order Confirmation - Specials            | No Standard                       |       | 57.14                  |      | 7              |                    |                |           |
|  | % MA - Verizon - Standard Interval (W Coded) Orders - Total - Specials | Parity with VZ Retail             | 4.01  | 20.00                  | 1472 | 10             |                    | 6.23           | -1.55 (P) |
|  | % MA - Verizon - Standard Interval (W Coded) Orders - Total - EEL      | Parity w/ Retail DS1              | 2.46  | 17.65                  | 692  | 17             |                    | 3.80           | -2.32 (P) |
|  | % MA - Verizon - Standard Interval (W Coded) Orders - Total - IOF      | Parity w/ Retail DS3              | NA    | 0.00                   |      | 1              |                    |                |           |
|  |  |                                   |       |                        |      |                |                    |                |           |
|  |  |                                   |       |                        |      |                |                    |                |           |
|  |  |                                   |       |                        |      |                |                    |                |           |
|  |  |                                   |       |                        |      |                |                    |                |           |
| PR-6 - Installation Quality                          | % Missed Appointment - Verizon - Facilities                            | Parity with VZ Retail             | 3.23  | NA                     | 527  |                |                    |                |           |
|  | % Orders Held for Facilities > 15 Days                                 | Parity with VZ Retail             | 0.00  | NA                     | 527  |                |                    |                |           |
|  | % Orders Held for Facilities > 60 Days                                 | Parity with VZ Retail             | 0.00  | NA                     | 527  |                |                    |                |           |
| PR-6 - Installation Quality                          | % Installation Troubles reported within 30 Days                        | Parity with VZ Retail             | 3.18  | 7.41                   | 1476 | 108            |                    | 1.75           | -2.41     |
|  | % Installation Troubles reported within 30 Days - FOK/TOK/CPE          | No Standard                       | 1.63  | 0.93                   | 1476 | 108            |                    |                |           |
|  |  |                                   |       |                        |      |                |                    |                |           |
| PR-7 - Jeopardy Reports                              | % Orders with Jeopardy Status - EEL                                    | 99% on Time According to Schedule |       | 68.63                  |      | 51             |                    |                |           |
|  |  |                                   |       |                        |      |                |                    |                |           |
| PR-8 - Open Orders in a Hold Status                  | % Open Orders in a Hold Status > 30 Days                               | Parity with VZ Retail             | 0.00  | 0.00                   | 2020 | 34             |                    |                |           |
|  | % Open Orders in a Hold Status > 30 Days - EEL                         | Parity w/ Retail DS1              | 0.00  | 0.00                   | 964  | 46             |                    |                |           |
|  | % Open Orders in a Hold Status > 30 Days - IOF                         | Parity w/ Retail DS3              | NA    | 0.00                   |      | 7              |                    |                |           |
|  | % Open Orders in a Hold Status > 90 Days                               | Parity with VZ Retail             | 0.00  | 0.00                   | 2020 | 34             |                    |                |           |
|  | % Open Orders in a Hold Status > 90 Days - EEL                         | Parity w/ Retail DS1              | 0.00  | 0.00                   | 964  | 46             |                    |                |           |
|  | % Open Orders in a Hold Status > 90 Days - IOF                         | Parity w/ Retail DS3              | NA    | 0.00                   |      | 7              |                    |                |           |
|  |  |                                   |       |                        |      |                |                    |                |           |
|  |  |                                   |       |                        |      |                |                    |                |           |
| Legend Notations defined on Legend sheet - last page |  |                                   |       |                        |      |                |                    |                |           |

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**UNE MAINTENANCE - POTS / SPECIAL SERVICES**

| <b>POTS - Maintenance</b>                         |   |                       |   |   |                       |                |         |           |
|---|---|-----------------------|---|---|-----------------------|----------------|---------|-----------|
| Metric #  |   | Standard              | Actual Performance<br>VZ<br>CLEC<br>Aggregate | Number of Observations<br>VZ<br>CLEC<br>Aggregate | Standard<br>Deviation | Sampling Error | Z-Score |           |
| <b>MR-2 - Trouble Report Rate</b>                 |   |                       |   |   |                       |                |         |           |
| MR-2-02-3112                                      | Network Trouble Report Rate – Loop                      | Parity with VZ Retail | 1.00  | 0.60  | 6108379               | 46808          | 0.05    | 8.70      |
| MR-2-02-3140                                      | Network Trouble Report Rate – Platform                  | Parity with VZ Retail | 1.00  | 0.77  | 6108379               | 40532          | 0.05    | 4.63      |
| MR-2-03-3112                                      | Network Trouble Report Rate – Central Office - Loop     | Parity with VZ Retail | 0.10  | 0.05  | 6108379               | 46808          | 0.02    | 3.56      |
| MR-2-03-3140                                      | Network Trouble Report Rate – Central Office - Platform | Parity with VZ Retail | 0.10  | 0.16  | 6108379               | 40532          | 0.02    | -3.30     |
| MR-2-04-3112                                      | % Subsequent Reports - Loop                             | No Standard           | 5.91  | 0.00  | 72038                 | 306            |         |           |
| MR-2-04-3140                                      | % Subsequent Reports - Platform                         | No Standard           | 5.91  | 19.92   | 72038                 | 472            |         |           |
| MR-2-05-3112                                      | % CPE/TOK/FOK Trouble Report Rate - Loop                | No Standard           | 0.77  | 0.70  | 6108379               | 46808          |         |           |
| MR-2-05-3140                                      | % CPE/TOK/FOK Trouble Report Rate - Platform            | No Standard           | 0.77  | 0.58  | 6108379               | 40532          |         |           |
| <b>MR-3 - Missed Repair Appointments</b>          |   |                       |   |   |                       |                |         |           |
| MR-3-01-3112                                      | % Missed Repair Appointment – Loop                      | Parity with VZ Retail | 19.87   | 6.74  | 61382                 | 282            | 2.38    | 5.51      |
| MR-3-01-3140                                      | % Missed Repair Appointment – Platform                  | Parity with VZ Retail | 19.87   | 22.61   | 61382                 | 314            | 2.26    | -1.21     |
| MR-3-02-3112                                      | % Missed Repair Appointment – Central Office - Loop     | Parity with VZ Retail | 6.71  | 8.33  | 6397                  | 24             | 5.12    | -0.04 (P) |
| MR-3-02-3140                                      | % Missed Repair Appointment – Central Office - Platform | Parity with VZ Retail | 6.71  | 12.50   | 6397                  | 64             | 3.14    | -1.84     |
| MR-3-03-3112                                      | % Missed Repair Appointment – CPE /TOK/FOK - Loop       | No Standard           | 9.03  | 3.34  | 47309                 | 329            |         |           |
| MR-3-03-3140                                      | % Missed Repair Appointment – CPE /TOK/FOK - Platform   | No Standard           | 9.03  | 10.68   | 47309                 | 234            |         |           |
| <b>MR-4 - Trouble Duration Intervals</b>          |   |                       |   |   |                       |                |         |           |
| MR-4-01-3112                                      | Mean Time To Repair – Total - Loop                      | Parity with VZ Retail | 22.69   | 15.92   | 67779                 | 306            | 23.20   | 1.33      |
| MR-4-01-3140                                      | Mean Time To Repair – Total - Platform                  | Parity with VZ Retail | 22.69   | 19.01   | 67779                 | 378            | 23.20   | 1.20      |
| MR-4-02-3112                                      | Mean Time To Repair - Loop Trouble - Loop               | Parity with VZ Retail | 24.28   | 16.38   | 61382                 | 282            | 23.42   | 1.40      |
| MR-4-02-3140                                      | Mean Time To Repair - Loop Trouble - Platform           | Parity with VZ Retail | 24.28   | 20.83   | 61382                 | 314            | 23.42   | 1.33      |
| MR-4-03-3112                                      | Mean Time To Repair – Central Office Trouble - Loop     | Parity with VZ Retail | 7.50  | 10.51   | 6397                  | 24             | 13.50   | 2.76      |
| MR-4-03-3140                                      | Mean Time To Repair – Central Office Trouble - Platform | Parity with VZ Retail | 7.50  | 10.10   | 6397                  | 64             | 13.50   | 1.70      |
| MR-4-04-3112                                      | % Cleared (all troubles) within 24 Hours - Loop         | Parity with VZ Retail | 68.13   | 82.68   | 67779                 | 306            | 2.67    | 5.45      |
| MR-4-04-3140                                      | % Cleared (all troubles) within 24 Hours - Platform     | Parity with VZ Retail | 68.13   | 77.25   | 67779                 | 378            | 2.40    | 3.79      |
| MR-4-06-3140                                      | % Out of Service > 4 hours - Platform                   | Parity with VZ Retail | 83.50   | 80.88   | 46218                 | 272            | 2.26    | 1.16      |
| MR-4-07-3112                                      | % Out of Service > 12 hours - Loop                      | Parity with VZ Retail | 68.31   | 55.65   | 46218                 | 239            | 3.02    | 4.20      |
| MR-4-07-3140                                      | % Out of Service > 12 hours - Platform                  | Parity with VZ Retail | 68.31   | 63.24   | 46218                 | 272            | 2.83    | 1.79      |
| MR-4-08-3112                                      | % Out of Service > 24 Hours - Loop                      | Parity with VZ Retail | 29.05   | 18.83   | 46218                 | 239            | 2.94    | 3.47      |
| MR-4-08-3140                                      | % Out of Service > 24 Hours - Platform                  | Parity with VZ Retail | 29.05   | 21.69   | 46218                 | 272            | 2.76    | 2.67      |
| <b>MR-5 - Repeat Trouble Reports</b>              |   |                       |   |   |                       |                |         |           |
| MR-5-01-3112                                      | % Repeat Reports within 30 Days - Loop                  | Parity with VZ Retail | 17.91   | 18.95   | 67779                 | 306            | 2.20    | -0.47     |
| MR-5-01-3140                                      | % Repeat Reports within 30 Days - Platform              | Parity with VZ Retail | 17.91   | 16.93   | 67779                 | 378            | 1.98    | 0.50      |
| <b>Complex Services - 2 Wire Digital Services</b> |   |                       |   |   |                       |                |         |           |
| <b>MR-2 - Trouble Report Rate</b>                 |   |                       |   |   |                       |                |         |           |
| MR-2-02-3341                                      | Network Trouble Report Rate – Loop                      | Parity with VZ Retail | 0.52  | 0.67  | 74957                 | 2971           | 0.13    | -1.14     |
| MR-2-03-3341                                      | Network Trouble Report Rate – Central Office            | Parity with VZ Retail | 0.15  | 0.03  | 74957                 | 2971           | 0.07    | 1.61      |
| MR-2-04-3341                                      | % Subsequent Reports                                    | No Standard           | 14.75   | 0.00  | 590                   | 21             |         |           |
| MR-2-05-3341                                      | % CPE/TOK/FOK Trouble Report Rate                       | No Standard           | 0.86  | 0.91  | 74957                 | 2971           |         |           |
| <b>MR-3 - Missed Repair Appointments</b>          |   |                       |   |   |                       |                |         |           |
| MR-3-01-3341                                      | % Missed Repair Appointment – Loop                      | Parity with VZ Retail | 39.74   | 5.00  | 390                   | 20             | 11.22   | 3.10      |
| MR-3-02-3341                                      | % Missed Repair Appointment – Central Office            | Parity with VZ Retail | 31.86   | 0.00  | 113                   | 1              | 46.80   |           |
| MR-3-03-3341                                      | % Missed Repair Appointment – CPE /TOK/FOK              | No Standard           | 29.26   | 0.00  | 646                   | 27             |         |           |
| <b>MR-4 - Trouble Duration Intervals</b>          |   |                       |   |   |                       |                |         |           |
| MR-4-01-3341                                      | Mean Time To Repair – Total                             | Parity with VZ Retail | 21.72   | 21.29   | 503                   | 21             | 24.77   | 5.52      |
| MR-4-02-3341                                      | Mean Time To Repair - Loop Trouble                      | Parity with VZ Retail | 24.15   | 21.52   | 390                   | 20             | 25.81   | 5.92      |
| MR-4-03-3341                                      | Mean Time To Repair – Central Office Trouble            | Parity with VZ Retail | 13.32   | 16.77   | 113                   | 1              | 18.53   | 18.61     |
| MR-4-04-3341                                      | % Cleared (all troubles) within 24 Hours                | Parity with VZ Retail | 69.58   | 80.95   | 503                   | 21             | 10.25   | 1.11      |
| MR-4-07-3341                                      | % Out of Service > 12 hours                             | Parity with VZ Retail | 52.69   | 63.16   | 279                   | 19             | 11.84   | -0.64 (P) |
| MR-4-08-3341                                      | % Out of Service > 24 Hours                             | Parity with VZ Retail | 27.96   | 21.05   | 279                   | 19             | 10.64   | 0.65      |
| <b>MR-5 - Repeat Trouble Reports</b>              |   |                       |   |   |                       |                |         |           |
| MR-5-01-3341                                      | % Repeat Reports within 30 Days                         | Parity with VZ Retail | 17.10   | 9.52  | 503                   | 21             | 8.39    | 0.90      |
| <b>Complex Services - 2 Wire xDSL Loops</b>       |   |                       |   |   |                       |                |         |           |
| <b>MR-2 - Trouble Report Rate</b>                 |   |                       |   |   |                       |                |         |           |
| MR-2-02-3342                                      | Network Trouble Report Rate – Loop                      | Parity with VZ Retail | 1.27  | 0.72  | 150071                | 13339          | 0.10    | 5.45      |
| MR-2-03-3342                                      | Network Trouble Report Rate – Central Office            | Parity with VZ Retail | 0.15  | 0.05  | 150071                | 13339          | 0.04    | 2.83      |
| MR-2-04-3342                                      | % Subsequent Reports                                    | No Standard           | 8.07  | 0.00  | 3236                  | 125            |         |           |
| MR-2-05-3342                                      | % CPE/TOK/FOK Trouble Report Rate                       | No Standard           | 1.61  | 0.93  | 150071                | 13339          |         |           |
| <b>MR-3 - Missed Repair Appointments</b>          |   |                       |   |   |                       |                |         |           |
| MR-3-01-3342                                      | % Missed Repair Appointment – Loop                      | Parity with VZ Retail | 23.15   | 12.07   | 2588                  | 116            | 4.00    | 2.77      |
| MR-3-02-3342                                      | % Missed Repair Appointment – Central Office            | Parity with VZ Retail | 14.21   | 0.00  | 387                   | 9              | 11.77   |           |
| MR-3-03-3342                                      | % Missed Repair Appointment – CPE /TOK/FOK              | No Standard           | 12.54   | 4.03  | 2416                  | 124            |         |           |
| <b>MR-4 - Trouble Duration Intervals</b>          |   |                       |   |   |                       |                |         |           |
| MR-4-02-3342                                      | Mean Time To Repair - Loop Trouble                      | Parity with VZ Retail | 27.96   | 20.79   | 2588                  | 116            | 23.46   | 2.23      |
| MR-4-03-3342                                      | Mean Time To Repair – Central Office Trouble            | Parity with VZ Retail | 13.18   | 12.95   | 387                   | 9              | 18.78   | 6.33      |
| MR-4-04-3342                                      | % Cleared (all troubles) within 24 Hours                | Parity with VZ Retail | 62.15   | 73.60   | 2975                  | 125            | 4.43    | 2.59      |
| MR-4-07-3342                                      | % Out of Service > 12 hours                             | Parity with VZ Retail | 77.67   | 61.32   | 2199                  | 106            | 4.14    | 3.95      |
| MR-4-08-3342                                      | % Out of Service > 24 Hours                             | Parity with VZ Retail | 35.11   | 26.42   | 2199                  | 106            | 4.75    | 1.83      |
| <b>MR-5 - Repeat Trouble Reports</b>              |   |                       |   |   |                       |                |         |           |
| MR-5-01-3342                                      | % Repeat Reports within 30 Days                         | Parity with VZ Retail | 21.08   | 28.00   | 2975                  | 125            | 3.72    | -1.86     |

continued

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**Verizon New Jersey**

**CLEC Aggregate Performance**  
**UNE MAINTENANCE - POTS / SPECIAL SERVICES**

**Complex Services - 2 Wire xDSL Line Sharing**

| Metric #                          | Standard                                     | VZ    | CLEC Aggregate | VZ     | CLEC Aggregate | Standard Deviation | Sampling Error | Z-Score |
|-----------------------------------|--|-------|----------------|--------|----------------|--------------------|----------------|---------|
| MR-2 - Trouble Report Rate        |  |       |                |        |                |                    |                |         |
| MR-2-02-3343                      | Network Trouble Report Rate – Loop           | 1.27  | 0.05           | 150071 | 1842           |                    | 0.26           | 4.63    |
| MR-2-03-3343                      | Network Trouble Report Rate – Central Office | 0.15  | 0.00           | 150071 | 1842           |                    | 0.09           | 1.66    |
| MR-2-04-3343                      | % Subsequent Reports                         | 8.07  | 0.00           | 3236   | 2              |                    |                |         |
| MR-2-05-3343                      | % CPE/TOK/FOK Trouble Report Rate            | 1.61  | 1.30           | 150071 | 1842           |                    |                |         |
| MR-3 - Missed Repair Appointments |  |       |                |        |                |                    |                |         |
| MR-3-01-3343                      | % Missed Repair Appointment – Loop           | 23.15 | 0.00           | 2588   | 1              |                    | 42.19          |         |
| MR-3-02-3343                      | % Missed Repair Appointment – Central Office | 14.21 | 0.00           | 387    | 1              |                    | 34.96          |         |
| MR-3-03-3343                      | % Missed Repair Appointment — CPE /TOK/FOK   | 12.54 | 0.00           | 2416   | 24             |                    |                |         |
| MR-4 - Trouble Duration Intervals |  |       |                |        |                |                    |                |         |
| MR-4-02-3343                      | Mean Time to Repair - Loop Trouble           | 27.96 | 75.92          | 2588   | 1              | 23.46              | 23.46          |         |
| MR-4-03-3343                      | Mean Time To Repair – Central Office Trouble | 13.18 | 1.03           | 387    | 1              | 18.78              | 18.80          |         |
| MR-4-04-3343                      | % Cleared (all troubles) within 24 Hours     | 62.15 | 50.00          | 2975   | 2              |                    | 34.31          |         |
| MR-4-07-3343                      | % Out of Service > 12 hours                  | 77.67 | 0.00           | 2199   | 1              |                    | 41.66          |         |
| MR-4-08-3343                      | % Out of Service > 24 Hours                  | 35.11 | 0.00           | 2199   | 1              |                    | 47.74          |         |
| MR-5 - Repeat Trouble Reports     |  |       |                |        |                |                    |                |         |
| MR-5-01-3343                      | % Repeat Reports within 30 Days              | 21.08 | 50.00          | 2975   | 2              |                    | 28.85          |         |

**Special Services - Maintenance**

|  |  |       |       |        |      |      |       |           |
|--|--|-------|-------|--------|------|------|-------|-----------|
| <b>MR-2 - Trouble Report Rate</b>                    |  |       |       |        |      |      |       |           |
| MR-2-01-3200   | Network Trouble Report Rate - Total      | 0.17  | 2.72  | 365661 | 1138 |      | 0.12  | -20.86    |
| MR-2-05-3200   | % CPE/TOK/FOK Trouble Report Rate        | 0.25  | 3.43  | 365661 | 1138 |      |       |           |
| <b>MR-4 - Trouble Duration Intervals</b>             |  |       |       |        |      |      |       |           |
| MR-4-01-3200   | Mean Time To Repair – Total              | 5.36  | 8.80  | 624    | 31   | 5.62 | 1.03  | -3.33     |
| MR-4-02-3200   | Mean Time to Repair - Loop Trouble       | 7.03  | 13.34 | 334    | 16   | 6.10 | 1.56  | -1.83 (P) |
| MR-4-04-3200   | % Cleared (all troubles) within 24 Hours | 97.92 | 93.55 | 624    | 31   |      | 2.63  | -1.66     |
| MR-4-06-3200   | % Out of Service > 4 hours               | 48.08 | 45.83 | 624    | 24   |      | 10.39 | 0.22      |
| MR-4-07-3200   | % Out of Service > 12 hours              | 7.85  | 12.50 | 624    | 24   |      | 5.59  | -0.52 (P) |
| MR-4-08-3200   | % Out of Service > 24 Hours              | 2.08  | 8.33  | 624    | 24   |      | 2.97  | -1.27 (P) |
| <b>MR-5 - Repeat Trouble Reports</b>                 |  |       |       |        |      |      |       |           |
| MR-5-01-3200   | % Repeat Reports within 30 Days          | 18.27 | 16.13 | 624    | 31   |      | 7.11  | 0.30      |
| Legend Notations defined on Legend sheet - last page |  |       |       |        |      |      |       |           |



**Carrier to Carrier**  
**Performance Standards and Reports**  
**March 2002**  
**Verizon New Jersey**

**CLEC Aggregate Performance**  
**TRUNKS**

**ORDERING**

| ORDERING                             |  | Aggregate Interconnection        |                    |                        |            |
|--------------------------------------|--|----------------------------------|--------------------|------------------------|------------|
| Metric #                             |  | Standard                         | Actual Performance | Number of Observations | Difference |
| OR 1 - Order Confirmation Timeliness |  |                                  |                    |                        |            |
| OR-1-11-5020                         | Average Firm Order Confirmation (FOC) Time <=192 Forecasted Trunks                 | No Standard                      | 3.47               |                        |            |
| OR-1-12-5020                         | % On Time FOC <= 192 Forecasted Trunks   | 95% in 10 days; Faxed+24 hrs     | 98.25              | 57                     | 3.25       |
| OR-1-13-5000                         | % On Time Design Layout Record (DLR)   | 95% in 11 days; Faxed+24 hrs     | 100.00             | 1                      | 5.00       |
| OR-1-19-5020                         | % On Time Response - Request for inbound (VZ-CLEC augment) <=192 Forecasted Trunks | 95% in 10 days                   | NA                 |                        |            |
| OR-1-19-5030                         | % On Time Response - Request for inbound (VZ-CLEC augment) > 192 Forecasted Trunks | 95% on Time - Negotiated Process | NA                 |                        |            |
| OR-2 - Reject Timeliness             |  |                                  |                    |                        |            |
| OR-2-11-5020                         | Average Trunk ASR Reject Time <= 192 Forecasted Trunks                             | No Standard                      | NA                 |                        |            |
| OR-2-12-5020                         | % On Time Trunk ASR Reject <= 192 Forecasted Trunks                                | 95% within 10 Days               | NA                 |                        |            |

**PROVISIONING**

| PROVISIONING                               |  |                       | Actual Performance |                | Number of Observations |                |                    |                |         |  |
|--|--|-----------------------|--------------------|----------------|------------------------|----------------|--------------------|----------------|---------|--|
|  |  |                       | VZ                 | CLEC Aggregate | VZ                     | CLEC Aggregate | Standard Deviation | Sampling Error | Z-Score |  |
| PR-1 - Average Interval Offered            |  |                       |                    |                |                        |                |                    |                |         |  |
| PR-1-09-5020                               | Average Interval Offered – Total <= 192 Forecasted Trunks          | Parity with IXC / FGD | 10.45              | 9.00           | 29                     | 1              | 2.50               | 2.54           |         |  |
| PR-1-09-5030                               | Average Interval Offered – Total > 192 Forecasted & Unforecasted   | Parity with IXC / FGD | 12.28              | 11.57          | 163                    | 7              | 3.06               | 1.18           |         |  |
| PR-2 - Average Interval Completed          |  |                       |                    |                |                        |                |                    |                |         |  |
| PR-2-09-5020                               | Average Interval Completed – Total <= 192 Forecasted Trunks        | Parity with IXC / FGD | 13.09              | NA             | 11                     |                | 6.91               |                |         |  |
| PR-2-09-5030                               | Average Interval Completed – Total > 192 Forecasted & Unforecasted | Parity with IXC / FGD | NA                 | NA             |                        |                |                    |                |         |  |
| PR-4 - Missed Appointment                  |  |                       |                    |                |                        |                |                    |                |         |  |
| PR-4-01-5000                               | % Missed Appointment – Verizon – Total                             | Parity with IXC / FGD | 1.53               | 0.64           | 12518                  | 11261          |                    | 0.16           | 5.58    |  |
| PR-4-02-5000                               | Average Delay Days – Total   | Parity with IXC / FGD | 5.25               | 2.00           | 192                    | 72             | 4.22               | 0.58           | 5.57    |  |
| PR-4-03-5000                               | % Missed Appointment – Customer                                    | No Standard           | 68.06              | 50.08          | 12518                  | 11261          |                    |                |         |  |
| PR-4-09-5000                               | % MA – VZ – Std. Interval (W Coded) Orders –Total                  | Parity with IXC / FGD | 12.50              | NA             | 384                    |                |                    |                |         |  |
| PR-5 - Facility Missed Orders              |  |                       |                    |                |                        |                |                    |                |         |  |
| PR-5-01-5000                               | % Missed Appointment – Verizon – Facilities                        | Parity with IXC / FGD | 0.00               | 0.00           | 12518                  | 11261          |                    |                |         |  |
| PR-5-02-5000                               | % Orders Held for Facilities > 15 Days                             | Parity with IXC / FGD | 0.00               | 0.00           | 12518                  | 11261          |                    |                |         |  |
| PR-5-03-5000                               | % Orders Held for Facilities > 60 Days                             | Parity with IXC / FGD | 0.00               | 0.00           | 12518                  | 11261          |                    |                |         |  |
| PR-6 - Installation Quality                |  |                       |                    |                |                        |                |                    |                |         |  |
| PR-6-01-5000                               | % Installation Troubles reported within 30 Days                    | Parity with IXC / FGD | 0.02               | 0.00           | 12518                  | 11261          |                    | 0.02           | 0.97    |  |
| PR-6-03-5000                               | % Inst. Troubles reported within 30 Days - FOK/TOK/CPE             | No Standard           | 0.00               | 0.00           | 12518                  | 11261          |                    |                |         |  |
| PR-8 - Average Days Held on Pending Orders |  |                       |                    |                |                        |                |                    |                |         |  |
| PR-8-01-5000                               | % Open Orders in a Hold Status > 30 Days                           | Parity with IXC / FGD | 0.00               | 0.00           | 12518                  | 11261          |                    |                |         |  |
| PR-8-02-5000                               | % Open Orders in a Hold Status > 90 Days                           | Parity with IXC / FGD | 0.00               | 0.00           | 12518                  | 11261          |                    |                |         |  |

**MAINTENANCE**

|  |  |                       |       |       |        |        |      |       |       |  |  |
|--|--|-----------------------|-------|-------|--------|--------|------|-------|-------|--|--|
| <b>MR-2 - Trouble Report Rate</b>        |  |                       |       |       |        |        |      |       |       |  |  |
| MR-2-01-5400                             | Network Trouble Report Rate - Total      | Parity with IXC / FGD | 0.01  | 0.01  | 479406 | 302211 |      | 0.00  | -0.65 |  |  |
| <b>MR-4 - Trouble Duration Intervals</b> |  |                       |       |       |        |        |      |       |       |  |  |
| MR-4-01-5000                             | Mean Time To Repair - Total              | Parity with IXC / FGD | 3.03  | 2.94  | 38     | 28     | 6.48 | 1.61  | 0.06  |  |  |
| MR-4-04-5000                             | % Cleared (all troubles) within 24 Hours | Parity with IXC / FGD | 94.74 | 96.43 | 38     | 28     |      | 5.56  | 0.30  |  |  |
| MR-4-05-5000                             | % Out of Service > 2 Hours               | Parity with IXC / FGD | 26.32 | 17.86 | 38     | 28     |      | 10.97 | 0.77  |  |  |
| MR-4-06-5000                             | % Out of Service > 4 hours               | Parity with IXC / FGD | 10.53 | 7.14  | 38     | 28     |      | 7.64  | 0.44  |  |  |
| MR-4-07-5000                             | % Out of Service > 12 hours              | Parity with IXC / FGD | 5.26  | 3.57  | 38     | 28     |      | 5.56  | 0.30  |  |  |
| MR-4-08-5000                             | % Out of Service > 24 Hours              | Parity with IXC / FGD | 5.26  | 3.57  | 38     | 28     |      | 5.56  | 0.30  |  |  |
| <b>MR-5 - Repeat Trouble Report</b>      |  |                       |       |       |        |        |      |       |       |  |  |
| MR-5-01-5400                             | % Repeat Reports within 30 Days          | Parity with IXC / FGD | 18.42 | 7.14  | 38     | 28     |      | 9.65  | 1.17  |  |  |

**NETWORK PERFORMANCE**

| NETWORK PERFORMANCE                                     |  |                                   | Actual Performance | Number of Observations | Difference |    |  |       |  |
|---|--|-----------------------------------|--------------------|------------------------|------------|----|--|-------|--|
| <b><u>NP-1 - Percent Final Trunk Group Blockage</u></b> |  |                                   |                    |                        |            |    |  |       |  |
| NP-1-01-5000  | % FTG Exceeding Blocking Standard - Common Final Trunks  | No Standard                       | 0.98               | 410                    |            |    |  |       |  |
| NP-1-01-5400  | % FTG Exceeding Blocking Standard - Dedicated Final Trunks                                     | No Standard                       | 0.00               | 144                    |            |    |  |       |  |
| NP-1-02-5000  | % FTG Exceeding Blocking Standard (No Exceptions) - Common Final Trunks                        | No Standard                       | 0.98               | 410                    |            |    |  |       |  |
| NP-1-02-5400  | % FTG Exceeding Blocking Standard (No Exceptions) - Dedicated Final Trunks                     | No Standard                       | 6.25               | 144                    |            |    |  |       |  |
| NP-1-03-5400  | Number Dedicated FTG Exceeding Blocking Standard – 2 Months                                    | No Standard                       | 0                  |                        |            |    |  |       |  |
| NP-1-04-5400  | Number Dedicated FTG Exceeding Blocking Standard – 3 Months                                    | See Guidelines                    | 0                  |                        |            |    |  |       |  |
| <b><u>NP-2 - Collocation Performance</u></b>            |  |                                   |                    |                        |            |    |  |       |  |
| NP-2-01-6110  | % On Time Response to Request for Collocation Total (Physical, SCOPE, CCOE, Virtual) - New     | 95% on Time -15 Bus Days          | 100.00             | 1                      | 5.00       |    |  |       |  |
| NP-2-01-6120  | % On Time Response to Request for Collocation Total (Physical, SCOPE, CCOE, Virtual) - Augment | 95% on Time -15 Bus Days          | 100.00             | 6                      | 5.00       |    |  |       |  |
| NP-2-02-6110  | Average Interval - Physical Collocation - New  | No Standard                       | NA                 |                        |            |    |  |       |  |
| NP-2-02-6120  | Average Interval - Physical Collocation - Augment  | No Standard                       | 72.50              | 2                      |            |    |  |       |  |
| NP-2-03-6110  | Average Interval - SCOPE - New   | No Standard                       | NA                 |                        |            |    |  |       |  |
| NP-2-03-6120  | Average Interval - SCOPE - Augment   | No Standard                       | 29.00              | 1                      |            |    |  |       |  |
| NP-2-04-6110  | Average Interval - CCOE - VZ Equipment is Secure - New   | No Standard                       | NA                 |                        |            |    |  |       |  |
| NP-2-04-6120  | Average Interval - CCOE - VZ Equipment is Secure - Augment                                     | No Standard                       | 73.00              | 1                      |            |    |  |       |  |
| NP-2-05-6110  | Average Interval - CCOE - VZ Equipment is Unsecured - New                                      | No Standard                       | NA                 |                        |            |    |  |       |  |
| NP-2-05-6120  | Average Interval - CCOE - VZ Equipment is Unsecured - Augment                                  | No Standard                       | NA                 |                        |            |    |  |       |  |
| NP-2-06-6110  | Average Interval - Virtual Collocation - New   | No Standard                       | NA                 |                        |            |    |  |       |  |
| NP-2-06-6120  | Average Interval - Virtual Collocation - Augment   | No Standard                       | NA                 |                        |            |    |  |       |  |
| NP-2-07-6110  | % On Time Total (Physical, SCOPE, CCOE, Virtual) - New   | 95% on Time According to Schedule | NA                 |                        |            |    |  |       |  |
| NP-2-07-6120  | % On Time Total (Physical, SCOPE, CCOE, Virtual) - Augment                                     | 95% on Time According to Schedule | 100.00             | 4                      | 5.00       |    |  |       |  |
| NP-2-08-6110  | Average Delay Days Total (Physical, SCOPE, CCOE, Virtual) - New                                | No Standard                       | NA                 |                        |            |    |  |       |  |
| NP-2-08-6120  | Average Delay Days Total (Physical, SCOPE, CCOE, Virtual) - Augment                            | No Standard                       | NA                 |                        |            |    |  |       |  |
| <b><u>NP-5 - Network Outage Notification</u></b>        |  |                                   |                    |                        |            |    |  |       |  |
| NP-5-01-5000  | % of Network Outage Notices Sent within 30 Minutes   | Parity with VZ Retail             | 62.07              | 62.07                  | 29         | 29 |  | 12.74 |  |
| <b><u>NP-6 - NXX Updates</u></b>                        |  |                                   |                    |                        |            |    |  |       |  |
| NP-6-01-5000  | % of NXX Updates Installed by the LERG Effective Date  | Parity with VZ Retail             | 100.00             | 100.00                 | 5          | 68 |  |       |  |

Legend Notations defined on Legend sheet - last page

**Carrier to Carrier**  
**Performance Standards and Reports**  
**March 2002**  
**Verizon New Jersey**

**CLEC Aggregate Performance**  
**\* UNE PROVISIONING**

| Complex Services - 2 Wire xDSL                             |  | Verizon Retail Results |        |               | VZ Affiliate Results |     |               | The Better of VZ's Performance |        |               |
|--|--|------------------------|--------|---------------|----------------------|-----|---------------|--------------------------------|--------|---------------|
| Metric #   |  | Performance            | OBS    | Std Deviation | Performance          | OBS | Std Deviation | Performance                    | OBS    | Std Deviation |
| PR-4-10-3342   | % MA – VZ – Std. Interval (W Coded) Orders – Dispatch    | 7.36                   | 2160   |               | NA                   |     |               | 7.36                           | 2160   |               |
| PR-4-11-3342   | % MA – VZ – Std. Interval (W Coded) Orders – No Dispatch | 0.07                   | 15250  |               | NA                   |     |               | 0.07                           | 15250  |               |
| PR-5 - Facility Missed Orders                              |  |                        |        |               |                      |     |               |                                |        |               |
| PR-5-01-3342   | % Missed Appointment – Verizon – Facilities              | 2.07                   | 2269   |               | NA                   |     |               | 2.07                           | 2269   |               |
| PR-5-02-3342   | % Orders Held for Facilities > 15 Days                   | 0.00                   | 2269   |               | NA                   |     |               | 0.00                           | 2269   |               |
| PR-5-03-3342   | % Orders Held for Facilities > 60 Days                   | 0.00                   | 2269   |               | NA                   |     |               | 0.00                           | 2269   |               |
| Complex Services - 2 Wire xDSL Line Sharing                |  |                        |        |               |                      |     |               |                                |        |               |
| PR-1 - Average Interval Offered                            |  |                        |        |               |                      |     |               |                                |        |               |
| PR-1-01-3343   | Average Interval Offered – Total No Dispatch             | 3.22                   | 15250  | 1.15          | NA                   |     |               | 3.22                           | 15250  | 1.15          |
| PR-1-02-3343   | Average Interval Offered – Total Dispatch                | 3.41                   | 2159   | 1.06          | NA                   |     |               | 3.41                           | 2159   | 1.06          |
| PR-2 - Average Completed Interval                          |  |                        |        |               |                      |     |               |                                |        |               |
| PR-2-01-3343   | Average Interval Completed – Total No Dispatch           | 3.21                   | 15203  | 0.65          | NA                   |     |               | 3.21                           | 15203  | 0.65          |
| PR-2-02-3343   | Average Interval Completed – Total Dispatch              | 3.50                   | 2067   | 1.43          | NA                   |     |               | 3.50                           | 2067   | 1.43          |
| PR-3 - Completed within X Days                             |  |                        |        |               |                      |     |               |                                |        |               |
| PR-3-03-3343   | % Completed w/in 3 Days (1-5 lines) Total                | 85.41                  | 15142  |               | NA                   |     |               | 85.41                          | 15142  |               |
| PR-3-10-3343   | % Completed w/in 6 Days (1-5 lines) Total                | 99.15                  | 17147  |               | NA                   |     |               | 99.15                          | 17147  |               |
| PR-4 - Missed Appointments                                 |  |                        |        |               |                      |     |               |                                |        |               |
| PR-4-02-3343   | Average Delay Days – Total                               | 1.76                   | 182    | 3.22          | NA                   |     |               | 1.76                           | 182    | 3.22          |
| PR-4-04-3343   | % MA – VZ – Dispatch                                     | 5.41                   | 2218   |               | NA                   |     |               | 5.41                           | 2218   |               |
| PR-4-05-3343   | % MA – VZ – No Dispatch                                  | 0.06                   | 23537  |               | NA                   |     |               | 0.06                           | 23537  |               |
| PR-5 - Facility Missed Orders                              |  |                        |        |               |                      |     |               |                                |        |               |
| PR-5-01-3343   | % Missed Appointment – Verizon – Facilities              | 2.07                   | 2269   |               | NA                   |     |               | 2.07                           | 2269   |               |
| PR-5-02-3343   | % Orders Held for Facilities > 15 Days                   | 0.00                   | 2269   |               | NA                   |     |               | 0.00                           | 2269   |               |
| PR-5-03-3343   | % Orders Held for Facilities > 60 Days                   | 0.00                   | 2269   |               | NA                   |     |               | 0.00                           | 2269   |               |
| PR-6 - Installation Quality                                |  |                        |        |               |                      |     |               |                                |        |               |
| PR-6-01-3343   | % Installation Troubles reported within 30 Days          | 3.16                   | 26537  |               | NA                   |     |               | 3.16                           | 26537  |               |
| PR-8 - Open Orders in a Hold Status                        |  |                        |        |               |                      |     |               |                                |        |               |
| PR-8-01-3343   | % Open Orders in a Hold Status > 30 Days                 | 0.00                   | 25806  |               | NA                   |     |               | 0.00                           | 25806  |               |
| PR-8-02-3343   | % Open Orders in a Hold Status > 90 Days                 | 0.00                   | 25806  |               | NA                   |     |               | 0.00                           | 25806  |               |
| UNE MAINTENANCE  |  |                        |        |               |                      |     |               |                                |        |               |
| Complex Services - 2 Wire xDSL Loops                       |  | Verizon Retail Results |        |               | VZ Affiliate Results |     |               | The Better of VZ's Performance |        |               |
| Metric #   |  | Performance            | OBS    | Std Deviation | Performance          | OBS | Std Deviation | Performance                    | OBS    | Std Deviation |
| MR-2 - Trouble Report Rate                                 |  |                        |        |               |                      |     |               |                                |        |               |
| MR-2-02-3342   | Network Trouble Report Rate – Loop                       | 1.27                   | 150071 |               | NA                   |     |               | 1.27                           | 150071 |               |
| MR-2-03-3342   | Network Trouble Report Rate – Central Office             | 0.15                   | 150071 |               | NA                   |     |               | 0.15                           | 150071 |               |
| MR-3 - Missed Repair Appointments                          |  |                        |        |               |                      |     |               |                                |        |               |
| MR-3-01-3342   | % Missed Repair Appointment – Loop                       | 23.15                  | 2588   |               | NA                   |     |               | 23.15                          | 2588   |               |
| MR-3-02-3342   | % Missed Repair Appointment – Central Office             | 14.21                  | 387    |               | NA                   |     |               | 14.21                          | 387    |               |
| MR-4 - Trouble Duration Intervals                          |  |                        |        |               |                      |     |               |                                |        |               |
| MR-4-02-3342   | Mean Time to Repair - Loop Trouble                       | 27.96                  | 2588   | 23.46         | NA                   |     |               | 27.96                          | 2588   | 23.46         |
| MR-4-03-3342   | Mean Time To Repair – Central Office Trouble             | 13.18                  | 387    | 18.78         | NA                   |     |               | 13.18                          | 387    | 18.78         |
| MR-4-04-3342   | % Cleared (all troubles) within 24 Hours                 | 62.15                  | 2975   |               | NA                   |     |               | 62.15                          | 2975   |               |
| MR-4-07-3342   | % Out of Service > 12 hours                              | 77.67                  | 2199   |               | NA                   |     |               | 77.67                          | 2199   |               |
| MR-4-08-3342   | % Out of Service > 24 Hours                              | 35.11                  | 2199   |               | NA                   |     |               | 35.11                          | 2199   |               |
| MR-5 - Repeat Trouble Reports                              |  |                        |        |               |                      |     |               |                                |        |               |
| MR-5-01-3342   | % Repeat Reports within 30 Days                          | 21.08                  | 2975   |               | NA                   |     |               | 21.08                          | 2975   |               |
| Complex Services - 2 Wire xDSL Line Sharing                |  |                        |        |               |                      |     |               |                                |        |               |
| MR-2 - Trouble Report Rate                                 |  |                        |        |               |                      |     |               |                                |        |               |
| MR-2-02-3343   | Network Trouble Report Rate – Loop                       | 1.27                   | 150071 |               | NA                   |     |               | 1.27                           | 150071 |               |
| MR-2-03-3343   | Network Trouble Report Rate – Central Office             | 0.15                   | 150071 |               | NA                   |     |               | 0.15                           | 150071 |               |
| MR-3 - Missed Repair Appointments                          |  |                        |        |               |                      |     |               |                                |        |               |
| MR-3-01-3343   | % Missed Repair Appointment – Loop                       | 23.15                  | 2588   |               | NA                   |     |               | 23.15                          | 2588   |               |
| MR-3-02-3343   | % Missed Repair Appointment – Central Office             | 14.21                  | 387    |               | NA                   |     |               | 14.21                          | 387    |               |
| MR-4 - Trouble Duration Intervals                          |  |                        |        |               |                      |     |               |                                |        |               |
| MR-4-02-3343   | Mean Time to Repair - Loop Trouble                       | 27.96                  | 2588   | 23.46         | NA                   |     |               | 27.96                          | 2588   | 23.46         |
| MR-4-03-3343   | Mean Time To Repair – Central Office Trouble             | 13.18                  | 387    | 18.78         | NA                   |     |               | 13.18                          | 387    | 18.78         |
| MR-4-04-3343   | % Cleared (all troubles) within 24 Hours                 | 62.15                  | 2975   |               | NA                   |     |               | 62.15                          | 2975   |               |
| MR-4-07-3343   | % Out of Service > 12 hours                              | 77.67                  | 2199   |               | NA                   |     |               | 77.67                          | 2199   |               |
| MR-4-08-3343   | % Out of Service > 24 Hours                              | 35.11                  | 2199   |               | NA                   |     |               | 35.11                          | 2199   |               |
| MR-5 - Repeat Trouble Reports                              |  |                        |        |               |                      |     |               |                                |        |               |
| MR-5-01-3343   | % Repeat Reports within 30 Days                          | 21.08                  | 2975   |               | NA                   |     |               | 21.08                          | 2975   |               |
| * See the C2C Guidelines at In 27 for Relevant Description |  |                        |        |               |                      |     |               |                                |        |               |
| Legend Notations defined on Legend sheet - last page       |  |                        |        |               |                      |     |               |                                |        |               |

**LEGEND**

UD = Performance metric is under development  
NA = No Activity  
TBD = To Be Determined  
UR = Under Review  
RQ = Reported Quarterly  
NEF = No Existing Functionality  
P = Z-Score Equivalent from Permutation Test  
R3 = Run 3 Times Per Year

**Intervals as published on the WEB site**

EEL - DS3 EEL Loop  
1-10 Loops: Loop Facility Availability Date + 15 Days  
11+ Loops: Negotiated  
No Facilities: ECCD + 15 Days  
Facility Check: 72 Hours (In addition to 15 day interval)

EEL - DS1 EEL Loop  
1- 10 Loops: 10 Days  
11+ Loops: Negotiated  
No Facilities: ECCD + 10 Days  
Facility Check: 72 Hours (In addition to 15 day interval)

IOF -  
Facilities Available (Quantity 1-8): 15 days\*  
Facilities Available (Quantity >8): Negotiated  
Facilities not available: Negotiated  
Facilities Check: 72 Hours

\* 15 Days includes the facility check